

**ELECTRIC
SERVICE RULES
OF THE
MILFORD MUNICIPAL UTILITIES**

Milford Municipal Utilities

Amending and Replacing Prior Versions of the Utility's Service Rules

Effective July 18, 2022

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Chairman

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DIVISION ONE - PURPOSE AND CONSTRUCTION

SECTION 1.1 PURPOSE

These service rules have been adopted by the Board of Trustees of the Milford Municipal Utilities. The rules are subject to change from time to time to ensure safe and efficient service in compliance with applicable laws and regulations.

SECTION 1.2 APPLICABILITY

These service rules relate to the terms and conditions upon which Milford Municipal Utilities ("the Utility") provides electric service to customers. The service rules are intended to broadly govern the Utility's electric operations. These service rules do not govern water or other utility services, including other services under the Milford Municipal Utility Board of Trustees ("the Board"). Water and other utility services are governed by the Utility's Water Service Rules. Where a rule cannot be reasonably applied to a specific situation, the Board reserves the right to act in an adjudicative capacity to resolve such conflicts.

These rules do not include the utility's schedule of rates and charges or certain other terms and conditions that the Board has adopted by resolution, but they may include references to such resolutions. Where the Board has adopted rates, charges, or other terms and conditions for electric service by resolution., Customers should consult the applicable resolutions.

The Iowa Utilities Board ("the IUB") regulates the provision of gas and electric service in Iowa, but the IUB has limited regulatory authority over municipal utilities. Unless otherwise specifically provided by statute, a municipal utility furnishing gas or electricity is not subject to regulation by the IUB except for regulatory action pertaining to the items enumerated in Iowa code section 476.1B. The IUB has adopted Iowa administrative code title 199 chapter 27 to implement Iowa code section 476.1B, and those administrative rules apply to municipal utilities.

These service rules are adopted pursuant to the Utility's municipal home rule authority and the City Code of Iowa, including Iowa code chapters 362, 364, 380, 384, and 388, and they are intended to be consistent with the relevant provisions of 199 IAC chapter 27.

SECTION 1.3 DEFINITIONS

As used in these service rules, unless the context otherwise requires, the following terms have the following meanings:

- a. "Complaint" means a statement or question by anyone, whether a utility customer or not, alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or utility obligation.
- b. "Customer" means any person, firm, association, or corporation, any agency of the federal, state or local government, or legal entity directly benefiting from electric service or heat from the electric utility. Customer includes other adult persons occupying the residence who receive the benefit of the electric service provided by the utility.

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- c. "Delinquent or delinquency" means an account for which a service bill or service payment has not been paid in full on or before the last date for timely payment.
- d. "Demand" means the quantity of electrical power needed by the customer at a given point in time.
- e. "Electric Utility" means all facilities of the municipal electric utility for producing, transmitting and distributing electricity.
- f. "Governing body" means the Board of Trustees established under Chapter 388, Code of Iowa, or, if a utility board has not been established by election, the City Council.
- g. "Iowa Utilities Board" or "IUB" means the Utilities Division of the Iowa Department of Commerce.
- h. "Maximum Demand" means the greatest demand required by a customer during a specific length of time.
- i. "Meter" means a device that measures and registers the integral of an electrical quantity with respect to time.
- j. "Service Area" means the utility's assigned area of service pursuant to Iowa code chapter 476 as regulated and administered by the IUB.
- k. "Timely Payment" is a payment on a customer's account made on or before the date shown on a current bill for service, or on a form which records an agreement between the customer and a utility for a series of partial payments to settle a delinquent account, as payment charge to the current bill or future collection efforts.
- l. "Utility" means the Milford Municipal Utilities.

DIVISION TWO – SERVICE CHARACTERISTICS

SECTION 2.1 SERVICE CHARACTERISTICS (General Statements)

The utility shall make available, throughout its service area, electric service of a character determined by the utility to meet the needs of its customers. As a condition of service, each customer in the utility's service area, including customers living outside the city's corporate limits, shall agree to observe all requirements established by the Board of Trustees for the operation of the electric system, including the requirements of these service rules and any other requirements the Board may reasonably adopt by resolution or policy.

The standard service provided by the utility to its customers is 120/240 (nominal voltage), 60 Hz alternating current, single phase, 200 amperes, supplied via URD conductor. In all standard service extensions, the utility shall furnish, own and maintain all facilities up to and including the meter socket and meter.

Other service connections, including three phase service and service at primary voltages, are available at the option of the utility and may require a contribution in aid of construction or an advance for construction costs. Extension policies, including charges and other terms and conditions, shall be established by the governing body of the utility.

2.1(1) Standard and Three-Phase Service Extensions

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Underground lateral service extensions exceeding 200 amps shall be installed by the customer in accordance with standards established by the utility. The utility will designate a junction point for the connection of the customer's secondary underground service lateral. The junction point will be a service pedestal or junction box, the terminals of the pad mount transformer, or a meter enclosure. Connection of the service to the distribution system shall be made only by authorized personnel.

2.1(2) Utility Facilities

The Customer shall exercise reasonable care to protect utility property from loss or damage. The Customer shall be responsible for any damage, alteration or interference with utility metering or any other electric facilities on the Customer's premises, by the Customer or any other party on the premises, whether authorized or unauthorized by the Customer. No one other than an agent of the utility shall be permitted to operate, remove or make any alterations or changes to such property.

The Customer shall provide utility employees, or duly authorized agents of the utility, safe and convenient access to all utility facilities on the Customer's Premises at all reasonable hours. The failure to provide access to utility facilities may result in a disconnection or denial of electric service.

2.1(3) Equipment Inspection

New, upgraded, and/or temporary electric services must pass inspection by the Iowa Department of Public Safety electrical inspector before reconnection. The utility reserves the right to refuse service to customers not in compliance with this provision.

SECTION 2.2 ENGINEERING PRACTICE AND STANDARDS OF SERVICE

2.2(1) Engineering Practice (See IUB Rules at 199 IAC 27.5)

Facilities of the utility shall be constructed, installed, maintained and operated in accordance with accepted good engineering practice in the electric industry to assure -- as far as reasonably possible -- continuity of service and safety of people and property. However, the utility shall not be held liable in actions arising from interruptions or fluctuations in service.

The utility shall use and shall require compliance with applicable provisions of the publications listed below as standards of accepted good practice and with applicable provisions of the City Code. The version of each standard shall be the one listed in 199 IAC 27.5 or 199 IAC chapter 25 at the time the standard is applied to practice.

- a. *Iowa Electrical Safety Code*, as defined in 199 IAC, Chapter 25. (The Iowa Electric Safety Code incorporates, by reference, the *National Electric Safety Code*, ANSI C2, and makes modifications to that code.)
- b. *National Electrical Code*, ANSI/NFPA No. 70.
- c. *American National Standard Requirements for Instrument Transformers*, ANSI/IEEE C57.13.1 and C57.13.3.
- d. *American National Standard for Electric Power Systems and Equipment Voltage Ratings (60 Hz)*, ANSI C84.1.

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- e. *Grounding of Industrial and Commercial Power Systems*, ANSI C114.1.
- f. IEEE Standard 1159, IEEE Recommended Practice for Monitoring Electric Power Quality or any successor standard.
- g. *IEEE Standard 519, IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems or its successor standard.*
- h. At railroad crossings, 199 IAC 42.6(476), “*Engineering standards for electric and communication lines.*”

References to publications listed above shall be deemed to be to the latest edition or revision accepted by the Iowa Utilities Board as a standard of good practice. [See 199 IAC 27.5].

2.2(2) Standards of Quality of Service (See IUB Rules at 199 IAC 27.7)

- a. *Standard frequency.* The standard frequency for alternating current distribution systems shall be 60 cycles per second. The frequency shall be maintained within limits which will permit the satisfactory operation of customer’s clocks connected to the system.
- b. *Voltage limits retail.* The utility shall provide service voltages in conformance with the standard in section 2.1(d) above.
- c. *Planned interruptions.* Planned interruptions by the utility shall be made at a time that will not cause unreasonable inconvenience to Customers, and interruptions planned for longer than one hour shall be preceded by adequate notice to those who will be affected, when advance notice can reasonably be provided.

SECTION 2.3 SPECIAL CONDITIONS OF SERVICE

Except for utility facilities described in section 2.1 of these rules or in extension of policies adopted by the governing body as a responsibility of the utility, the customer shall be responsible for all wiring and electrical equipment on his or her premises. The installation and maintenance of customer facilities shall be consistent with standards imposed by section 2.2 of these rules, the special conditions of this section, and any other applicable laws or regulations.

No inspection or approval of a customer's compliance with this section by the utility or other agent of the city shall be construed to impose any duty or liability on the utility, but shall be considered solely for the purpose of ensuring protection of the utility's property and continuity of service to customers of the utility.

2.3(1) Requirements for Electric Motors

All installations of power loads on the utility's system shall conform to the safety rules as set forth in the Iowa Electrical Safety Code in 199 IAC chapter 25.

Customers shall provide suitable protective devices so that motors and equipment will be protected from damage and from improper or dangerous operation in case of overload, loss of voltage, low voltage, single phasing of poly-phase motors, or the re-establishment of normal service after any of the above. The utility is not responsible for motor damage caused by any of the above conditions.

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The utility reserves the right to limit the number and size of motors installed on single phase extensions. The customer or customer's electrician shall contact the utility regarding requirements for motor starting equipment, wiring and other motor specifications.

2.3(2) Customer Equipment - Corrective Equipment

Customer electrical equipment shall be installed and used in such a manner so as not to adversely affect voltage regulation or impair the utility's service to other customers. When such equipment creates fluctuating voltage or undesirable power factor conditions, or any other disturbances in service detrimental to the service of other customers or to the utility's use of its own equipment, the customer shall be required to install and maintain, at his or her own expense, suitable corrective equipment to eliminate the detrimental effects.

2.3(3) Customer Operated Standby Generators

No other source of electricity shall be connected to facilities served by the municipal utility, without prior written approval. At a minimum, standby generators will be approved only if a single change-over switch that provides a visible opening and is padlocked in the open position, or a relay of adequate capacity, is installed so that municipal utility lines cannot become energized by a standby power source under any condition.

2.3(4) Customer Grid Connected Generators

Customer-owned generation, such as wind turbines and photovoltaic arrays, shall only be interconnected to the utility's distribution system in accordance with the standards adopted by the utility and such generation may not commence until it has passed inspection and received the approval of the utility. The utility shall not approve the interconnection of customer-owned generation unless the customer enters into an interconnection agreement with the utility.

2.3(5) Energy Conservation Standards

As a condition of electric service for space heating or cooling, the owner or builder of any structure, completed after April 1, 1984, and intended primarily for human occupancy, must certify to the utility that the building conforms to the energy conservation requirements of the State Building Code 661-IAC-16.801(103A) and 661-IAC-16.802 (103A). If compliance is being certified to another state or local agency, a copy of the certification form may be provided to the utility.

2.3(6) Idle Services

An idle service charge will be applicable where the municipal utility pursuant to application for service at a given location, has installed the necessary facilities to provide said service, and where the customer fails to accept and use service within a reasonable time; or if such customer, after having taken service, thereafter discontinues it for six months. In either event, the municipal utility may, after due notice to the customer or owner; require that the customer pay an idle service charge to retain the municipal utility's facilities in readiness for service. If the customer after due notice fails to pay the required idle service charge, the municipal utility shall remove its facilities from the premises.

If the customer applies for restoration of service at the location after the facilities have thus been removed, then the customer will be required to pay, in advance, an amount equal to the actual

removal costs, 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 2.4 CLASS OF SERVICE FOR APPLICATION OF RATES

Service classification shall be based upon the type of service supplied and on similarities in customer load and demand characteristics. Service classifications shall be defined as part of the rate schedules adopted by the Board. The utility shall adopt customer classifications as well as rates and charges for each class pursuant to a rate schedule that reflects the relative differences in the costs of providing service to each customer class. The utility reserves the right to provide service on a contract basis to customers whose type or quantity of use or service is unusual, such as customers with large power supply needs or unusual reliability requirements.

SECTION 2.5 METER INSTALLATION

The utility shall install, own, and maintain a meter of a type appropriate to the nature of the service, for each service extension. Meters shall not be required, however, where consumption can be readily computed without metering or where the service is of a temporary nature and the cost of meter installation would be unreasonable. A meter seal shall be placed on all meters such that the seal must be broken to gain entry. Unauthorized entry of a meter socket is strictly prohibited. Any unauthorized entry will be promptly investigated and prosecuted to the full extent of the law.

The utility shall install underground secondary service not to exceed 200 amps, single and three phase, to the customers meter socket. The secondary service and meter socket shall be accessible to utility personnel. The secondary service and meter socket shall be relocated, at the customers expense, prior to the installation of an enclosure, deck, and/or concrete pad.

2.5(1) Individual Metering

Individual metering shall be required on multi-occupancy premises in which units are separately rented or owned, except that the utility may provide single meters for electricity used: in central heating, cooling, water heating or ventilation systems; where individual metering is impractical; where a facility is designated for elderly or handicapped persons and utility costs constitute part of the operating cost and are not apportioned to individual tenants. Resale of power, on a kWh basis by a customer to any other person, whether at cost or at a profit, shall be prohibited.

2.5(2) Special Metering Installations

The utility reserves the right, at its option, to require or place special meters or instruments on the premises of a customer for the purpose of special tests of all or part of the customer's load.

2.5(3) Meter Register

Wherever practicable, customers shall have continuous visual access to meter registers.

2.5(4) Meter Testing

All meters and associated devices shall be inspected, tested, adjusted, and certified to be within an allowable tolerance of error, in accordance with commonly accepted engineering practice.

2.5(5) Temporary Services

The utility will approve the location of all temporary services. Temporary service will have an active duration of no more than 1 year. When the customer no longer requires the temporary service, the customer shall notify the utility to remove the service.

DIVISION THREE – CUSTOMER RELATIONS

SECTION 3.1 APPLICATION FOR SERVICE

Application for service shall be filed at the utility's business office. At the time of application, the applicant shall be given an opportunity to designate a person or agency to receive a copy of any notice to disconnect service due to the applicant's nonpayment of a bill or deposit.

In order for the application to be complete, the applicant must provide all of the following:

- Full name of account holder, and the first and last names of all other occupants
- Personally identifying information sufficient for the utility to verify the applicant's identity and to ensure against identity theft
- Phone number(s)
- Previous address(es)
- Employer and employer telephone number
- Name, address, and telephone number of an Emergency Contact
- Collection of other customer information as required

The application process shall include all of the following:

- Payment of past due bills owed to the utility.
- Determination and collection of deposit, if applicable. The deposit amount may include other city and/or utility services.
- Applicant's voluntary designation of a person or agency to receive a copy of any notice to disconnect service due to the applicant's nonpayment of a bill or deposit.
- An opportunity to sign up for Automatic Payment. This application may require other information.
- An opportunity to enter into a Level Payment Plan (Budget Billing plan)

As soon as practicable after the approval of the application, the utility shall supply service to the applicant in accordance with these rules and at a rate established by the utility for the applicant's appropriate class of service.

The benefits of service and/or the rights to service conferred upon the customer by the utility are not transferable, unless approved in writing by the utility.

SECTION 3.2 CUSTOMER DEPOSITS

A deposit intended to guarantee payment of bills for electric service may be required prior to approval of the service application. The utility may also require a deposit for other city and/or utility services in addition to electric service. The amount required for other services will be determined pursuant to the service rules of the applicable service. In any case where a deposit has been refunded or is found to be inadequate, a new or additional deposit may be required upon twelve days written notice of the need for such deposit.

3.2(1) Credit Criteria for Initial Deposits

The requirements of an initial deposit shall be determined by application of the following criteria:

- a. No initial service deposit shall be required of an applicant: 1) who has previously established a credit history with the utility; 2) whose twelve most recent bills from the utility were timely paid (including one automatic forgiveness of a late payment); and 3) whose new service is subject to the same rate classification as that for which the payment history was established.
- b. An initial service deposit not exceeding the highest monthly billing for service during the previous twelve-month period shall be required of an applicant for service who does not meet the credit criteria of subparagraph "a" above.

3.2(2) Credit Criteria for New or Additional Deposits

A new or additional deposit may be required of a current customer whose initial deposit has been refunded or is found to be inadequate. The new or additional deposit shall ensure a total deposit equal to the highest monthly billing for service during the previous twelve-month period and shall apply to customers who make two late payments in a twelve-month period (including one automatic forgiveness of late payment).

3.2(3) Electric Deposit Calculation Criteria

In calculating customer deposits, which may be based on the maximum estimated charge for a billing period, the amount shall be determined from the highest meter reading period of the previous year. The maximum level of consumption so determined, may be adjusted for reasonably determinate differences in the likely level of energy consumption, including: number of persons served, change in the type of nonresidential service; and, the installation or removal of energy conservation or alternative energy measures. Where the service connection was not previously metered, the maximum estimated charge shall be based on comparable existing service of the utility.

3.2(4) No Interest on Deposits

No interest shall be paid on customer deposits.

3.2(5) Record of Deposits –Unclaimed Deposits

The utility shall maintain a record of all deposits. The record of each unclaimed deposit shall be maintained for a period of three years from the date service is terminated. During that period, the utility

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shall make a reasonable effort to return the deposit. Deposits remaining unclaimed one year after termination of service will be transferred to the state in accordance with Chapter 556, Code of Iowa.

3.2(6) Refund of Deposit

A deposit shall be refunded after twelve consecutive months of prompt payment (which may be eleven timely payments and one automatic forgiveness of late payment). For refund purposes, the account shall be reviewed for prompt payment after twelve months of service following the making of the deposit and for each month thereafter until twelve consecutive timely payments are made. Upon termination of service, the deposit, less any unpaid utility bill of the customer, shall be reimbursed to the customer or other person who made the deposit. Amounts owing in excess of the deposit amount may be sent to collections or a lien imposed upon the property as provided by law and at the discretion of the utility.

SECTION 3.3 BILLING INFORMATION

Customers shall be billed on a monthly basis according to the appropriate rate schedule for metered electric service received during the billing period. In addition, the bill may include charges for other city and/or utility services, charges for applicable fuel and purchased power adjustments and any special extension or other service charges as applicable to the billing period.

3.3(1) Billing Form

The following information shall be included on the billing form or made available to the customer at the utility's business office:

- a. The actual or estimated meter readings at the beginning and end of the billing period.
- b. The date of the meter readings.
- c. The number and kind of units metered.
- d. Reference to the applicable rate schedule.
- e. The account balance brought forward and amount of each net charge, and total amount currently due. In the case of prepayment meters, the amount of money collected shall be shown.
- f. The last date for timely payment shall be clearly shown and shall be not less than twenty days after the bill is rendered.
- g. A distinct marking to identify an estimated bill or meter reading.
- h. A distinct marking to identify a minimum bill.
- i. Any conversions from meter reading units to billing units or any other calculations to determine billing units from recording or other devices or any other factors such as sliding scale or automatic adjustments used in determining the bill.
- j. Any voluntary contribution to a low-income heating assistance fund or the option to contribute to such fund at the time of bill payment.

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- k. Any voluntary contribution to a renewable energy fund or the option to contribute to such fund at the time of bill payment.
- l. The utility will include at least once annually a bill insert with the following statement: "If Milford Municipal Utilities does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling toll-free 1-877-565-4450, by writing to 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, or by email to customer@iub.iowa.gov. An electronic complaint form is available."

3.3(2) When Payable -- Late Payment Penalty

A bill shall be due and payable when rendered and shall be considered delinquent after twenty days from the time it is rendered. A bill shall be considered rendered by the utility when deposited in the U.S. mail with postage prepaid or when delivered by the utility to the last known address of the party responsible for payment. Bill payments received by the utility on or after the delinquent date shall be for the gross amount stated on the bill which shall include a late payment penalty of 1.5% per month of the last due amount. Failure to receive a properly rendered bill shall not entitle the customer to relief from penalties for late payment.

Each account shall be granted one complete forgiveness of a late payment penalty in each calendar year.

3.3(3) Partial Payments

When a partial payment is made prior to the delinquent date and without designation as to the service being paid, the payment shall be credited to electric, water, sewer, and garbage in that order. Payments for municipal services made during the winter disconnection moratorium may be credited to services other than electricity, at the customer's request.

3.3(4) Where Payable

Bills shall be paid by mail, by direct deposit through a financial institution, by deposit in a designated receptacle, or in person at the utility's business office, or by electronic payment online.

3.3(5) Level Payment Plan (Budget Billing)

All residential customers may select a level payment plan. The plan shall:

- a. be offered when the customer has had services for one year.
- b. provide for entry into the level payment plan at any time during the calendar year.
- c. have level payments calculated using past twelve-month usage and current electric rates
- d. carry forward any account credit or debit on the anniversary of the plan which shall be added to the estimated charges in determining the level payment amount for the next year. Unpaid level payments shall not be carried forward.
- e. have the level payment amount computed at the time of entry into the plan. It may be recomputed in November, when requested by the customer, or whenever price or consumption, alone or in combination result in a new estimate differing by ten percent or more from that in use. When a customer's payment level is recomputed, the customer shall be notified of the revised payment amount and the reason for the change.
- f. provide that the account be balanced upon termination of service or withdrawal from the plan.

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- g. regardless of account balance, provide that a delinquent bill payment shall subject the customer to a late payment penalty on the level payment amount and to other procedures for collection and termination of service.

3.3(6) Reasonable Agreement to Pay

A residential customer who has been disconnected or is about to be disconnected due to inability to pay in full may be offered the opportunity to enter into a reasonable agreement to pay in accordance with applicable rules of the Iowa Utilities Board. See Disconnect Policy for additional information.

3.3(7) Minimum Bill

The minimum bill provided for in the rate schedule for each class of service will apply to any billing period during which the service remains connected and the minimum quantity of service is not used.

3.3(8) Temporary Disconnections

The utility may, upon reasonable notice by a customer, make temporary disconnections for the customer's convenience. The customer shall be required to pay a fee for such service in an amount to be determined by the governing body.

3.3(9) Service Calls

The customer may be billed for the cost of services not the responsibility of the utility, as follows:

- a. For a service call where the trouble is found to be on the customer's equipment, the customer may be billed in accordance with terms and conditions established by the governing body.
- b. For a service call requesting the relocation of facilities belonging to the utility, the customer shall be billed for the direct cost of labor and replacement of materials. An advance deposit equal to the total estimated cost may be required where the estimate exceeds one hundred dollars.
- c. For a service call requesting temporary relocation of electric lines or other utility facilities to accommodate movement of buildings or large equipment, the person responsible for the move shall be billed for the direct cost of labor and materials. The utility shall be given notice of the move at least two business days in advance and shall be consulted regarding the route of the move. An advance deposit or cash bond may be required to cover estimated costs.

3.3(10) Customer Requested Meter Tests

The utility will periodically inspect and test meters in accordance with accepted engineering practice. In addition to regular testing, the customer may request a meter test, providing that such tests need not be made more frequently than once each twelve months. The customer or the customer's representative may be present when the meter is tested and the results shall be reported to the customer within a reasonable time. If the meter is within the allowable tolerance, the customer shall be billed for the cost of the test in an amount established by the governing body.

3.3(11) Adjustment of Bill

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- a. *Meter errors.* Whenever the utility determines that a meter error, or other error, has resulted in an incorrect amount billed to the customer, then the utility may adjust the bill in the manner described in this rule. The amount of any adjustment will be calculated on the basis that the metering equipment should be 100 percent accurate with respect to the testing equipment used to test the accuracy. For purposes of this provision, "customer" includes both current and former customers.

- b. *Determination of adjustment.*

Recalculation of customer bills will be based on the customer's actual monthly consumption when possible. If the actual monthly consumption cannot be determined, the recalculation of bills will be based on the average monthly consumption as determined from the most recent 36 months of available consumption data.

If for any reason the average error of the metering equipment cannot be determined, then the utility may use the registration of check metering installations, if any, or may estimate the quantity of energy consumed based on available data. The utility will advise the customer of the failure of the metering equipment and of the basis on which any estimate is used to recalculate the customer's bill.

- c. *Periods of error.* When determining the amount of an adjustment for over or under registration by the meter, the utility will use the following periods of error:

- In cases of over-registration, if the date when over-registration began can be determined, then the utility will use that date to determine the amount of any adjustment. If the date when over-registration began cannot be determined, and provided that the utility does not otherwise determine that a different period would better reflect the amount of the error, then the utility will assume that the error has existed for the shorter of the following: (1) one-half the time since the meter was installed or (2) one-half the time elapsed since the last meter test.
- In cases of under-registration, if the date when under-registration began can be determined, then the utility will use that date to determine the amount of any adjustment. If the date when under-registration began cannot be determined, and provided that the utility does not otherwise determine that a different period would better reflect the amount of the error, then the utility will assume that the error has existed for the shorter of the following: (1) one-half the time since the meter was installed or (2) one-half the time elapsed since the last meter test.

Notwithstanding the preceding two bulleted paragraphs above, the utility will not use a period of error longer than 36 months.

- d. *Overcharges and refunds.* When a customer has been overcharged \$10 or more as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the metering installation, or any similar reason, then the utility will adjust, refund, or credit the customer's bill for not more than 36 months of overcharges. The utility will provide refunds

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upon demand to all customers of record during the most recent 36 months and will attempt to notify former customers of any overcharges at their last known address.

- e. *Undercharges and back billing.* When a customer has been undercharged by more than \$10 due to incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the metering installation, or any similar reason, then the utility will bill the customer for not more than 36 months. of undercharges. The utility may back bill all customers of record during the most recent 36 months. If the utility determines that the customer has been undercharged for any period of time exceeding one billing period, then the utility will offer the customer a payment plan for all undercharged amounts and the payment plan will include a repayment period equal to the period of the undercharge.

3.3(12) Adjustment of Bill for Accidental Wastage of Electricity

When a customer provides reasonable evidence to the utility that an accidental ground has existed on the customer's equipment, the utility shall estimate the normal usage for each billing period during which the ground is reasonably believed to have existed, not to exceed two months. The bill for each such period shall be recomputed, treating the amount of above-normal energy consumption as "lost energy". Lost energy shall be billed at the lowest rate on the customer's rate schedule and the total difference will be credited to the customer's account.

3.3(13) Returned Checks

A service charge in an amount established by the governing body shall be assessed to any customer whose check is returned unpaid by the bank on which it was drawn. The service charge shall be in addition to the late payment penalty if the check is not made good and the service fee not paid prior to the delinquent date of the bill. If two or more checks are dishonored within a six-month period, the utility may require future payments to be by cash, cashier's check, postal money order or electronic transfer.

SECTION 3.4 PAYMENT AGREEMENTS AND DISCONNECTION OR DENIAL OF SERVICE

When a residential customer cannot pay in full a delinquent bill for electric service, or has an outstanding debt to the utility for electric service, and is not in default of a payment agreement with the utility or been disconnected by the utility, then the utility will offer the customer a payment agreement pursuant to the requirements of IUB administrative rule 199 IAC 27.3(2), as described in the utility's attached Disconnection Policy.

The utility reserves the right to disconnect or deny service in accordance with the administrative rules of the IUB at 199 IAC 27.4, as described in the utility's attached disconnection policy. The utility reserves the right to disconnect service temporarily due to system constraints and equipment failure without warning.

When service is disconnected because of an act or omission by the customer or because of nonpayment of a bill or deposit, the customer shall be required to pay a reconnection fee in an amount

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established by the governing body shall be applicable when service has been disconnected pursuant to this section.

3.4(1) Posting of Notices

A posting fee in the amount of the utility's cost and set by the Board of Trustees shall be charged whenever it is necessary for utility employees to post a notice for disconnection of service.

SECTION 3.5 CUSTOMER OBLIGATIONS

Acceptance of service shall obligate a customer to the conditions imposed by these rules and applicable rules of the IUB. Customers should note that other sections of these service rules prescribe standards of engineering practice and establish special conditions for the installation of certain motors and other equipment, common to industry and agriculture.

3.5(1) Wiring and Electrical Equipment

Except for the meter socket and meter and other facilities defined in utility extension policies as a responsibility of the utility, the customer shall be responsible for all wiring and electrical equipment on his or her premises. The installation and maintenance of customer facilities shall be consistent with standards imposed by these service rules and any other applicable laws or regulations. Location of the meter loop and meter socket shall be at the discretion of the utility, consistent with the customer's reasonable convenience.

No inspection or approval of a customer's compliance with this section by the utility or other agent of the municipal government shall be construed to impose any duty or liability on the utility but shall be considered solely for the purpose of ensuring protection of the utility's property and for ensuring continuity of service to customers of the utility.

3.5(2) Transformer Clearances

Minimum distances are required for the clearance of transformers. Minimum clearance from sides and rear from a non-combustible wall shall be three feet (3'). All other clearances shall be a minimum of ten feet (10'). Front clearance in all cases shall be a minimum of ten feet (10'). Existing structures in violation may remain until time of replacement. Effective Date: ([Month, Day, Year]).

3.5(3) Damage to Utility Facilities

The customer shall not use the equipment or structures of the utility for reasons other than those incident to normal service nor create a condition likely to interfere with the functions of such equipment and structures, without written consent of the utility. The customer shall be held responsible for his or her actions which cause damage to or loss of equipment or structures located on property occupied by the customer. Non reported damage or loss of equipment will be investigated by law enforcement.

3.5(4) Notice by Customer to Terminate Service

A customer shall give the utility not less than three business days' notice prior to final termination of service. Disconnection of service under this section shall be during the regular business hours of the utility.

SECTION 3.6 CUSTOMER COMPLAINTS

Customers may be asked to submit complaints in writing, specifying the nature of the complaint and the relief sought. Complaints concerning the charges, practices, facilities or service of the utility shall be investigated promptly and thoroughly. A customer may appeal the findings of the investigation and shall be given reasonable opportunity for a full hearing of the matter before the governing body or hearing officer(s) appointed by the governing body.

Complaints involving policies or actions of the utility that are regulated by the Iowa Utilities Board may also be filed with the IUB in accordance with 199 IAC chapter 27. See section 3.3(1)(l) above for IUB contact information.

LIST OF ATTACHMENTS:

A. Resolution Adopting Service Rules

B. Resolution Adopting Rates and Charges for Services or copy of current rate schedule.

C. Disconnection Policy

D. Resolution Adopting Distribution Generation

E. Application for Service