

# AMES MUNICIPAL ELECTRIC UTILITY ELECTRIC TARIFF NO. 5

SERVICE RULES

SHEET NO. 1

## DIVISION ONE STATEMENTS OF OPERATIONS

### Sec. 1.1 Preliminary Statement

The rules of operation set forth in this tariff have been promulgated by the governing body of the municipal electric utility for the City of Ames, Iowa. They are issued pursuant to Chapter 476, Code of Iowa, 1983, and govern the distribution of electricity by the utility within its exclusive service area as approved by the IDOC. This tariff is subject to change from time to time to ensure safe and efficient service in compliance with city, state, and federal statute and applicable administrative law.

These rules are to inform customers, architects, engineers, contractors, inspectors, and other interested parties of the conditions governing the electrical service provided by this Utility.

### Sec. 1.2 RESERVED

### Sec. 1.3 Location of Records

Financial & Business records in the City of Ames Finance Department; Generation & Distribution records at the Electric Administration Building. Written correspondence should be addressed to the Ames Municipal Electric Utility, Ames, Iowa. The principal telephone number of the Ames Municipal Electric Utility is (515) 239-5170.

### Sec. 1.4 RESERVED

### Sec. 1.5 Definitions

Unless another meaning is specifically indicated, when used in this tariff:

- a. "Billing Period" means the normal period of time during which the customer's usage is accumulated for billing.
- b. "Department" means the Iowa Department of Commerce also referred to as the IDOC.
- c. "Complaint" means a statement or question by anyone, whether a customer or not, alleging wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition, or utility obligation.

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- d. "Customer" means any person, firm, association, corporation, or any federal, state or local government, being supplied electric service by the utility and legally responsible for payment for the electric service.
- e. "Demand" means the quantity of electrical energy needed by the customer at a given point in time.
- f. "Governing Body" means the City Council, which is responsible for the operation or the utility.
- g. "Maximum Demand" means the greatest demand required by the Customer in a specific length of time, (15 minutes per ordinance) in some cases during a billing period.
- h. "Meter" means a device that measures and registers the usage of energy in respect to time.
- i. "Municipality" means the City of Ames.
- j. "Premises" means a piece of land or real estate including buildings and other appurtenances or improvements thereon.

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### DIVISION TWO

#### SERVICE CHARACTERISTICS

Sec. 2.1 Type of Service

The utility shall make available, throughout its service area, electric service of a character determined by the utility to meet the needs of the customer. In providing the service the utility shall construct, own, and maintain all facilities up to, but not including, the point at which the service wire is attached to the premises. The utility shall also own and maintain the meter.

The following classes of service will normally be available to the customer dependent on load and location:

Secondary Voltage

120/240 volt, single phase, three wire 120/208 volt, three phase, four wire wye, 60 cycle  
277/480 volt, three phase, four wire wye, 60 cycle 2400/4160 volt, three phase, four wire wye, 60 cycle

Primary Voltage\*

8000/13,800 volt, three phase, four wire wye, 60 cycle

\*Primary voltage available only where diversified demand exceeds 1000 KW.

The above voltages are nominal and may vary within the generally accepted limits of regulation as set forth in Section 20.7, Iowa Department of Commerce Regulations Governing Service Supplied by Electric Utilities.

Sec. 2.2 Engineering Practice

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, uniformity in the quality of service furnished, and the safety of persons and property. However, the utility shall not be held liable in actions arising from interruptions or fluctuations in service.

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The utility shall use and shall require compliance with applicable provisions of the publications listed below as standards of accepted good practice unless otherwise ordered by the IDOC.

- a. Iowa Electrical Safety Code, as defined in LAC (250), chapter 25(476A, 478).
- b. Electrical Rules and Regulations of Iowa Building Code, 630-5.200(1) IAC (National Electric Code with the minor variations)
- c. American Standard Code for Electricity Metering, ASA C-12-1965.
- d. American Standard Requirements, Terminology and Test Code for Instrument Transformers ASA C57-13-1954.
- e. American National Standards Institute (ANSI), as applicable.

#### Sec. 2.3 Special Conditions of Service

##### Sec. 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 National Electrical Code.

The customers are required to provide suitable protective devices so that the motors and equipment to which they are connected will be protected from injury and from improper or dangerous operation in case of overload, loss of voltage, low voltage, single phasing of polyphase motors, reversal of phase rotation of polyphase 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.

No motor in excess of five (5) horsepower single phase or 15 horsepower three phase shall be installed without application by the customer and the express approval of the utility. The utility reserves the right to limit the number and size of motors installed on a single phase service.

The customer or his or her electrician shall contact the utility regarding requirements for motor starting equipment, protective equipment, wiring and other motor specifications.

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#### Sec. 2.3(2) Corrective Equipment

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

#### Sec. 2.3(3) Energy Conservation Standards

The utility shall not provide service to any new structure completed after April 1, 1984 unless the owner or builder of the structure has certified to the utility that the building conforms to the energy conservation requirements adopted under Iowa Administrative Code subrule 680-16.800(3) as amended and updated by subrule 680-16.800(4). If this compliance is already being certified to a state or local agency, a copy of that certification shall be provided to the utility. If no state or local agency is monitoring compliance with these energy conservation standards, the owner or builder shall certify that the structure complies with the standards by signing a form provided by the utility. No certification will be required for structures that are not heated or cooled by electric service, or are not intended primarily for human occupancy.

#### Sec. 2.4 Class of Service

Service classifications shall be based upon the type of service supplied and on similarities in customer load and demand characteristics. As nearly as practicable, rate schedules adopted by the utility shall reflect relative differences in the full cost of providing various quantities of service to each customer class.

#### Sec. 2.4(1) Residential

Residential electric service will be available at the "Residential Rate" for all single-phase domestic uses in separately metered, dwelling units that are intended for occupancy by a single family as defined by the Ames Zoning Ordinance, as distinguished from group domiciles such as rooming houses, fraternity or sorority houses, supervised group homes, and residential care facilities of various kinds.

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Sec. 2.4(2)     General Power

Electrical energy and service shall be available at the "General Power Rate" to all customers except those that qualify for another rate schedule, for all single-phase or three-phase, single-metered usage, where the metered demand does not exceed 50 Kw.

Sec. 2.4(3)     Large Power

The Large Power rate shall be optional for any non-residential customer whose consumption in any billing period exceeds 10,000 Kwh. The Large Power rate shall be mandatory for any non-residential customer whose metered demand at any time exceeds 50 Kw. If at any time, a non-residential customer's metered demand exceeds 50 Kw, all consumption for the billing period in which that occurs, and for the next succeeding eleven billing periods, shall be charged at the Large Power rate. Any customer for whom the Large Power Rate became mandatory, who subsequently has a metered demand of less than 50 Kw for 12 consecutive months, will again become an optional Large Power customer with a choice between General Power and Large Power rates. Any customer for whom the Large Power rate is optional shall not switch rates more than once in a period of 12 months. Any customer on the Large Power rate who has a metered demand of less than 50 Kw, and a consumption of less than 10,000 Kwh, for twelve consecutive months, shall be changed to the General Power rate.

Sec. 2.4(4)     Industrial Rate

Provisions of the Large Power rate notwithstanding, electrical energy and service shall be available at the following "industrial rate" to manufacturing/processing type industrial customers. On a month-by-month basis, a qualified industrial customer shall be charged the lower of bills calculated on the Large Power and Industrial rates.

Sec. 2.4(5)     Contracts

The utility may supply power service pursuant to provisions of a special contract only when power is being sold on a wholesale basis for resale or distribution by another utility to its consumers; or, where the type, quantity, or use of service is so unusual that none of the classes of service as aforesaid are applicable, in the judgment of the governing body.

Sec. 2.4(6)     Emergency, Standby or Auxiliary Service

This service is not normally provided by the Utility. Should a customer elect to provide his own emergency service, interlocked transfer switches shall be approved by the Electric Utility before connection and cartridge fuses shall be installed between customer source and utility loads.

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#### Sec. 2.5      Service Extensions

Service extensions may require an aid in construction payment by the customer which, generally, will be returned over a portion of the extension life. Extensions up to the point of delivery shall be owned and maintained by the utility unless otherwise provided by written agreement.

One secondary voltage span (max 125') is normally provided at no cost except customer provides cost for underground. See section 2.5(4.1), (4.2), (4.3).

#### Sec. 2.5(1)      Non-residential Low-use Extensions

The utility shall supply service where no permanent residence exists for such uses as isolated water pumps, cribs, dryers, feed lots, etc., upon payment of a cash deposit equal to the total cost of installing the service. The deposit will be applied to the monthly service bills attributable to the extension as long as a credit balance remains. Should service be discontinued, the customer would forfeit any deposit balance. The customer will be billed for service at the applicable rate.

#### Sec. 2.5(2)      Temporary Extensions

Where service is likely to be temporary, the utility may supply temporary electric service upon payment of an advance cash deposit equal to the estimated labor and overhead costs of installing and removing the service, plus the cost of non-reusable materials. When service is removed, any deposit in excess of actual costs will be refunded. The utility may also require a customer deposit pursuant to section 3.2 of this tariff. The customer will be billed for service at the applicable rate schedule.

Should a customer who is receiving adequate service wish the Utility to move poles, wires or guys for his convenience, he shall agree to pay the direct costs of labor and material resulting from such change. A deposit equal to the estimated cost shall be required in advance.

Should a customer wish the Utility to move poles, wires or guys belonging to the customer, a charge of costs shall apply.

All persons moving houses, buildings or other large objects along routes of the cooperative distribution or transmission lines, which requires the assistance of Utility personnel, shall be required to notify the Utility in advance of such moves. Said parties

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shall be required to make an advance deposit of the estimated cost of this service. A refund, if any, will be made to the depositor on the basis of costs.

Should any customer or responsible contractor wish to have service wires or other overhead wires temporarily disconnected to avoid an accident or damage to lines during tree trimming or other operations, application for such temporary disconnection or removal should be made to the Utility. This work will normally be done without charge. Damage to the Utility's facilities resulting from failure to comply with this provision will be billed to the party responsible for the damage.

#### Sec. 2.5(3) Three Phase Extensions

A cash deposit equal to total cost of extending the service may be required for three phase electric service. The deposit will be credited to the customer's account in equal monthly installments over a year period. Should three phase service be discontinued, the customer would forfeit any deposit balance.

#### Sec. 2.5(4.1) Underground Service in Overhead Areas

If a customer is located in any area served by overhead lines desires an underground service connection instead of overhead service, such service is available with the following responsibilities.

##### Utility Responsibilities

- a. Furnish a length of underground service wire not to exceed 125 feet in length. Lengths exceeding 125 feet shall be billed at current costs to the customer.
- b. Install the service wire in the customer's trench or conduit and connect the service wire at the service and meter socket.
- c. Maintain the service wire except as noted as customer responsibilities noted on the following page.
- d. Determine the size of the service wire.
- e. Approve the location of the underground route.



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#### Customer Responsibilities

- a. Provide a 36" deep trench or conduit for the service wires to be installed. (This includes digging the trench, backfilling without debris or rocks that would damage the wire, and restoring the yard.)
- b. Provide a 36" deep trench or conduit should the underground service fail and need to be replaced. (This includes digging the trench, backfilling without debris or rocks that would damage the wire, and restoring the yard.)
- c. If the underground route is under parking lots or driveways, that portion of the route shall be in conduit.
- d. Underground services to commercial buildings shall be in conduit. Residential occupancy dwellings exceeding four-plex are considered commercial.
- e. The minimum sized conduit shall be 2".

#### Sec. 2.5(4.2) Central Business District Underground Network Service

Service is provided at 120/208 volts, three phase, four wire. All requests for service shall be referred to the Director of the Electric Utility to allow electric utility staff to approve and locate such service before architects or engineer's plans are made final for such service.

The customer shall furnish any ditch required from the property line to the building. The Utility shall furnish and install all cable to the service entrance switch lugs, pull box, or meter point as required. The Utility will furnish and install five (5) feet of conduit from the alley edge, or the amount required to reach the building wall, whichever is least. The customer shall furnish and install the remaining conduit. All cable required in excess of 10 feet from the alley edge will be billed to the customer. Installation cost will be borne by the Utility. Four inch transit in earth or concrete, or four inch fiber duct enclosed in concrete shall be considered as standard size conduit. Rigid conduit may be used in areas having no cinder fill. Nominal size conductors stocked by the Utility are #2, #1/0, #2/0, #4/0, 350 MCM and 500 MCM. Service switch lugs shall be designed to accept these conductors, or multiple thereof if required for larger services. Service switches shall have interrupting capacity suitable for network operation. Current limiting fuses may be used. All equipment installed for operation on this system shall be rated for operation at 120/208 volts with ranges of operation in accordance with NEMA standards for this voltage.

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#### Sec. 2.5(4.3) Underground Electric Distribution System

The developer or owners will be served with underground primary and secondary cables in newly developed areas by paying the excess cost for the underground facilities compared to the current installation costs for an overhead system. The Utility installs and maintains such a system. No new subdivisions shall be served with overhead electric facilities.

The underground service cable for residential properties (duplex or single unit house) will be maintained by the Ames Municipal Electric system. The trenching, backfilling, and yard restoration shall be the responsibility of the property owner.

The underground service drop cable for all commercial industrial properties will be installed in conduits and will be maintained by the customer. The Utility will make the final connections at either ends of the service cable.

The electric street lighting system for street lights in new subdivisions and developments shall be installed underground.

#### Sec. 2.6 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 visible meter seal shall be placed on all meters such that the seal must be broken to gain entry.

#### Sec. 2.6(1) Individual Metering

Individual metering shall be required on multi-occupancy premises in which units are separately leased or owned except the utility may provide single meters for the following:

- a. Service for central heating, cooling, water-heating or ventilation systems;
- b. Where individual metering is impractical, unreasonable or uneconomical;
- c. Where submetering or resale was permitted prior to July 12, 1966; or
- d. Where resale as an undefined part of a fixed rental or lease payment was permitted prior to January 1, 1979.

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#### Sec. 2.6(2) Special Metering Installations

The utility reserves the right, at its option and expense, to 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.

When demand meters are used for billing purposes, the installation shall be designed so that the highest expected annual demand reading will appear in the upper half of the meter's range.

#### Sec. 2.6(3) Meter Register

Where it is necessary to apply a multiplier to the meter readings, the multiplier shall be marked on the face of the meter register or stenciled in weather resistant paint upon the front cover of the meter. Customers shall have continuous visual access to meter registers as a means of verifying the accuracy of bills presented to them and for implementing such energy conservation initiatives as they desire, except in the individual locations where the utility has experienced vandalism to windows in the protective enclosures. Where remote meter reading is used, whether outdoor on-premises or off-premises-automated, the customer shall have a readable meter register at the meter as a means of verifying the accuracy of his or her bills. Where magnetic tape or other delayed processing means is used the utility may comply by having readable Kwh registers only, visually accessible. In instances in which the utility has determined that readable access, to locations existing July 1, 1981, will create a safety hazard, the utility is exempted from the access provisions above. In instances where a building owner has determined that unrestricted access to tenant metering installation would create a vandalism or safety hazard the utility is exempted from the access provisions above.

#### Sec. 2.6(4) Meter Testing

All meters and associated devices shall be inspected, tested, adjusted and certified to be within an allowable tolerance of error prior to being placed in service. Subsequent periodic testing shall be in accordance with the schedules and tolerances required by the IDOC. Customer requested tests shall be provided in accordance with section 3.3(10) of this tariff.

#### Sec. 2.6(5) Meter Location and Testing

Residential and commercial meters shall be installed outdoors except where written permission is obtained from the electrical engineering department. In those instances where a multi-unit structure is involved and written permission has been obtained, meters

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may be installed indoors provided an approved meter room has been provided that is readily accessible to the meter readers, the meter serviceman and the customers involved.

Meters shall have at least 3' clear space in front with adequate natural or artificial light and in general be mounted not less than 4' nor more than 6' from ground level. Units mounted interior shall be in exterior quality 3/4" plywood which has been painted with an oil base preservative.

Where two or more meters are installed in or on the same structure, they shall be grouped and the associated disconnects or panels marked per applicable codes. They shall also be permanently marked with the apartment number, unit number or customer name that is plainly and permanently visible. Load wires shall not be run in the same trough or conduit as line wires. Panels for meters in groups shall be designed to make it impossible for unauthorized persons to make changes in connections.

### **Sec. 2.7 Availability of Net Metering**

Net Metering is available to any retail customer receiving electric service under a City of Ames Electric Services rate schedule who owns and operates an approved on-site generating system powered by a renewable resource capable of producing not more than 500 kVA (kilovolt-amperes) of power, and who interconnects with the City of Ames Electric Services' electric system. In order to qualify for this tariff an applicant must first obtain approval to interconnect and meet the City of Ames requirements, as determined by the City of Ames Electric Services department.

Renewable energy technologies include those that rely on energy derived directly from the sun, on wind, geothermal, hydroelectric, wave, or tidal energy, or on biomass or biomass-based waste products, including landfill gas. A renewable energy technology does not rely on energy resources derived from fossil fuels, waste products from fossil fuels, or waste products from inorganic sources. Net metering applies to a customer-owned generating system that primarily offsets part or all of the customer's electric service energy requirements provided by City of Ames Electric Services.

The availability of this tariff is limited to the first 2,000 kW of qualified and interconnected generation (based on the aggregate sum of the individual system output ratings of all interconnected systems served under this tariff).

All of the requirements, benefits, terms and conditions of this tariff are subject to change. Customers receiving net-metered service under this tariff assume all risks associated with future changes to this tariff.

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#### Sec. 2.7(1) Conditions of Service

- a. All charges, character of service, and terms and conditions of the City of Ames Electric Services Rate Schedule under which the customer receives service apply except as expressly altered by this “Availability of Net Metering” rule.
- b. The customer shall comply with the current City of Ames Electric Services’ interconnection requirements for A Net-Metered Renewable Energy Generation Facility, 500 kVA and Smaller, and any revisions to the requirements.
- c. The customer shall obtain approval to interconnect its proposed System from the City of Ames Electric Services Department before the customer purchases any equipment or concludes its design for an on-site generating system that is intended to interconnect with the City of Ames Electric Services’ electric system.
- d. The customer shall submit to City of Ames Electric Services a completed interconnection application form and signed agreement.
- e. The customer is responsible for the costs of interconnecting with the City of Ames Electric Services’ electric system, including administrative/engineering costs, transformers, service lines, or other equipment determined necessary by City of Ames Electric Services for safe installation and operation of the customer’s equipment with the City’s system.
- f. The customer is responsible for any costs associated with required inspections and permits.

#### Sec. 2.7(2) Metering

Standard metering under this tariff shall be performed by a single meter capable of registering the flow of electricity in two directions (delivered and received) to determine the customer’s net energy flow.

#### Sec. 2.7(3) Net Energy Usage and Net Energy Production

The net energy usage is the net energy flow in kilowatt-hours delivered to the customer. The net energy production (a.k.a. negative kilowatt-hours or kilowatt-hours received) is the net energy flow in kilowatt-

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hours delivered to City of Ames Electric Services. Net energy usage and net energy production are separately metered for each billing period and are treated by different rates, as described in 2.7(4).

#### Sec. 2.7(4)      Rate

Beginning in the billing month after a customer receives approval to interconnect the customer's on-site generating system from City of Ames Electric Services, net energy usage and net energy production will be billed as described below.

- a. For each billing period, all kilowatt-hours billed as net energy usage (kilowatt-hours delivered) will be accounted for based on the appropriate electric rate schedule in affect at the time. All applicable state and local taxes, and the current Energy Rate Adjustment (ERA) will be added.
- b. For any billing period in which net energy production is recorded, the kilowatt-hours received shall be converted to monetary credits calculated by multiplying the kilowatt-hours received by the appropriate electric rate schedule in affect at the time.

*(Ord. No. 4288, 1-10-17)*

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### DIVISION THREE

#### CUSTOMER RELATIONS

##### Sec. 3.1 Application for Service

Application for electric service shall be submitted in a manner acceptable to the Utility. The application form shall include space for the 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. As soon as practical after the approval of an application, the utility shall supply service to the applicant in accordance with this tariff at a rate established by the utility for the applicant's appropriate class of service.

##### Sec. 3.1(1) Same Day Service

There will be a same day service charge for customer service requests (reconnects, disconnects, special reads) if the customer requests same day service and the service is provided by the utility. This charge may be waived if the utility can comply with the customer's request without having to send personnel to the service location. The Ames City Council will set the amount of the charge. There will be a charge for same day service provided during business hours and a charge for same day service provided during non-business hours.

##### Sec. 3.2 Customer Deposits

A deposit intended to guarantee partial payment of bills for service shall be required for each residential or commercial service connection. A deposit will not be required from industrial rate category customers.

A new or additional deposit may be required from an existing residential or commercial customer if the customer's payment history is not acceptable to the utility.

##### Sec. 3.2(1) Amount of Deposit

The amount of the deposit for any residential or commercial customer for a location which has previously received service shall not be greater than two (2) times the average monthly bill during the previous twelve-month period. The deposit for any residential or commercial customer for a location which has not received continuous service during the previous twelve months shall be two (2) times the projected average monthly bill, as determined by the utility, for the location to be served.

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#### **Sec. 3.2(2) Waiving Customer Deposits**

The deposit for a residential customer may be waived if the customer presents an acceptable payment history reference from an electric, gas, water, or sewer utility which supplied service to the customer for at least nine consecutive months during the previous twenty-four months.

The City Manager, or the Manager's designee, may waive a deposit for a residential customer if the customer has not had a utility service in their name for nine consecutive months during the previous twenty-four months but is able to supply a payment history reference from another business that is acceptable to the utility. The alternative payment history reference must show that the customer paid a regularly occurring financial obligation in full and on time for at least nine consecutive months during the previous twenty-four months.

The deposit for a commercial customer may be waived if the customer presents an acceptable payment history reference from an electric, gas, water, or sewer utility which supplied service to the customer for at least eighteen consecutive months during the previous twenty-four months.

The City Manager, or the Manager's designee, may waive a deposit for a commercial customer if the customer has not had a utility service in their name for eighteen consecutive months during the previous twenty-four months but is able to supply a payment history reference from another business that is acceptable to the utility. The alternative payment history reference must show that the customer paid a regularly occurring financial obligation in full and on time for at least eighteen consecutive months during the previous twenty-four months.

A commercial customer may elect to provide an irrevocable letter of credit in lieu of a required deposit. The irrevocable letter of credit must be issued by a financial institution located within 50 miles of the City of Ames. The irrevocable letter of credit must guarantee the full payment of the amount due for service, up to the amount of the letter of credit, on demand by the City Manager or Manager's designee.



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#### Sec. 3.2(3) Interest on Deposit

Interest compounded on an annual basis will be paid on customer deposits from the date of deposit to the date of refund or to the due date of any delinquent utility bill to which the deposit is applied. The Ames City Council will set the interest rate and may establish a method for the rate to be automatically adjusted on an annual basis. The customer must supply the utility with their taxpayer identification number to earn interest on their deposit.

#### Sec. 3.2(4) Record of Deposit

A record will be maintained for each customer deposit. The record will be maintained for a period of at least five (5) years after the customer's service is terminated. The deposit record will allow the utility to identify:

- a. the name and address of the depositor;
- b. the amount and date of the deposit; and
- c. each transaction concerning the deposit.

A customer may obtain a copy of their deposit record by filing a written claim or by providing the utility with adequate personal identification.

The utility will make a reasonable effort to return an unclaimed deposit to the customer. Unclaimed deposits will be sent to the State Treasurer per Iowa Code.

#### Sec. 3.2(5) Refund of Deposit

A deposit shall be refunded after Twelve (12) consecutive months of prompt payment which may be eleven (11) timely payments and one automatic forgiveness of late payment. Any deposit plus interest shall be refunded during settlement of a final billing upon termination of service.

#### Sec. 3.3 Billing Information

Unless otherwise agreed to in writing, each customer shall be billed on a monthly basis, according to the appropriate rate schedule, for metered service received during the billing period. In addition, the bill will include charges for applicable fuel and purchased power adjustments as well as special extension and service costs applicable to the billing period.

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#### Sec. 3.3(1) Meter Reads, Estimating Bills

Readings of all meters used for determining charges to customers shall be scheduled monthly. An effort shall be made to obtain readings of the meters on corresponding days of each meter reading period.

It is the customer's responsibility to allow access to meters for reading. The utility will not leave cards for customer reading when the meter reader is unable to obtain access. Customers desiring to read the meter themselves may obtain five (5) self-read meter reading cards from the city finance department. Such cards will be pre-dated to correspond with billing dates. A reading by the utility must be permitted before more cards will be issued to the customer. A reading by the utility must be permitted at least two times in a year for service to be continued.

If an actual meter reading cannot be obtained the utility may render an estimated bill without reading the meter or supplying a meter reading form to the customer.

Only in unusual cases shall more than three consecutive estimated bills be rendered.

#### Sec. 3.3(2) Billing Form

The billing form shall include the following:

- a. The actual or estimated meter readings at the beginning and end of the billing period.
- b. The dates of the meter readings.
- c. The number and kind of units metered.
- d. The applicable rate schedule.
- e. The gross and net amount of the bill.
- f. The date by which the customer must pay the bill to avoid the late payment charge.
- g. A distinct marking to identify an estimated bill or meter reading.
- h. A distinct marking to identify a minimum bill.

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- 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.
- j. The account balance brought forward.

#### Sec. 3.3(3) When Payable

A bill shall be due and payable when rendered and shall be considered delinquent after twenty days from the date it is rendered. The bill shall be considered rendered to the customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the bill shall be considered rendered when mailed to the last-known address of the party responsible for payment. The net rate shown on the customer's bill must be received in the Finance office by the due date listed on the bill. When payment is not so received, regardless of when mailed, the gross rate, which includes a late payment charge of one and one-half percent per month of the past-due amount shall apply. Failure to receive a properly rendered bill shall not entitle the customer to relief from the late payment charge. Each customer will be allowed one late payment per calendar year, without incurring a late payment charge or affecting their credit rating.

If the customer makes partial payment in a timely manner, and does not designate the service or product being paid for, the payment shall be credited pro rata between the bill for utility services and related taxes. Provided, however, that the one forgiveness of penalty per year provision shall also apply.

The date of delinquency for all residential customers, or commercial customers whose consumption is less than 3,000 kWh per month, shall be changeable for cause in writing; such as, but not limited to, 15 days from the approximate date each month upon which income is received by the person responsible for payment. However, in no case, shall the date of delinquency be changed more than 30 days beyond the date of preparation of the previous bill. The utility prefers that customers who have special budget needs utilize the budget billing or level payment plan per provisions in Section 3.3(5).

#### Sec. 3.3(4) Where Payable

Bills shall be paid by mail, by direct payment in the Finance Customer Service office, by direct payment through the Automatic Clearing House System, by depositing the payment in a designated receptacle or by other means designated by the utility.

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#### Sec. 3.3(5) Budget Billing

A budget billing payment plan shall be available to all residential customers or other customers whose average consumption is less than three thousand kilowatt-hours per month. Enrollment in the plan shall be open at any time of the year providing the customer has paid any past or currently due bills. A customer on a budget billing payment plan may not terminate or withdraw from the plan without the approval of the utility except on the anniversary date of the plan. The budget billing payment plan shall be terminated when a customer terminates their service with the utility.

Monthly payments shall be calculated at the time of entry into the plan by dividing the total of the estimated charges for the next twelve billing periods for the same service connection by twelve. For customers without a service history, the billing period level payment will be the sum of estimated charges divided by the number of standard billing intervals.

Budget payment amounts will be recalculated at least once per year on the anniversary date of the customer's budget billing payment plan. Budget payment amounts may also be recomputed when requested by the customer or whenever price, consumption, alone or in combination result in a new estimate differing by ten percent or more from that in use.

An unpaid budget billing account balance shall not be carried forward when recalculating a budget payment amount. However, a budget billing account's deferred debit balance shall be carried forward and added to the estimated charges for service during the next year when the budget payment amount is recalculated. This total will be the basis for computing the budget payment amount for the next year.

The customer shall be notified of the revised payment amount when their budget payment amount is recalculated. The notice shall be served not less than twenty days prior to the date of delinquency for the first revised payment.

A customer on a budget billing plan who becomes delinquent in payments by reason of amount or date will be subject to normal disconnection proceedings and the budget billing agreement may be terminated.

The deferred balance shall be applied to the next bill generated on the account after a budget billing plan is terminated. Any deferred debit will be due and payable per the terms of the bill unless the customer requests a payment plan. Any deferred credit will be applied to future bills unless the customer requests a refund.

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#### Sec. 3.3(6) Agreement to Pay

- a. Availability of a first payment agreement. The utility shall offer a customer an opportunity to enter into a reasonable agreement to pay when the customer cannot pay in full a delinquent bill for utility service or has an outstanding debt to the utility for residential utility service and the customer is not in default on a payment agreement with the utility.
- b. Reasonableness. Whether a payment agreement is reasonable will be determined by considering the current household income, ability to pay, payment history including prior defaults on similar agreements, the size of the bill, the amount of time and the reasons why the bill has been outstanding, and any special circumstances creating extreme hardships within the household. The utility may require the customer to provide confirmation of financial difficulty prior to entering into an agreement. Confirmation may be a written acknowledgment from the Department of Human Services or another agency acceptable to the utility.
- c. Terms of payment agreements
  1. First Payment agreement. The utility shall offer customers who have received a disconnection notice or have been disconnected 120 days or less, and who are not in default on a payment agreement, the option of spreading payments evenly over at least 12 months by paying specific amounts at scheduled times. The utility shall offer customers who have been disconnected more than 120 days, and who are not in default on a payment agreement, the option of spreading payments evenly over at least 6 months by paying specific amounts at scheduled times.
    - a) The agreement shall include a provision for the payment of future charges to the account. The utility may require the customer to enter into a level payment plan to pay the future charges to the account.
    - b) When the customer makes an agreement in person, a signed copy of the agreement shall be provided to the customer.

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- c) The utility may offer the customer the option of making the agreement over the telephone or through electronic transmission. When a customer makes an agreement over the telephone or through electronic transmission, the utility shall render the customer a written document reflecting the terms and conditions of the agreement within three days of the date the customer and utility entered into the oral or electronic agreement. The document will be considered rendered to the customer when addressed to the customer's last-known address and deposited in the U.S. mail with postage prepaid or sent to the last-known address of the person responsible for payment of the service. Unless the customer notifies the utility within ten days from the date the document is rendered, it will be deemed that the customer accepts the terms and conditions of the agreement. By making the first payment, a customer also confirms the acceptance of the terms and conditions of an oral or electronic agreement.
  - d) A customer on a first payment agreement shall be granted at least one late payment of up to four days beyond a specified payment date without creating a default on the first payment agreement.
2. Second payment agreement. The utility shall offer a second payment agreement to a customer who is in default of a first payment agreement if the customer has made at least two consecutive full payments under the first payment agreement. The customer shall be eligible for a term at least as long as the term of the first payment agreement. The customer shall be required to pay for future charges in addition to the monthly payments under the second payment agreement and may be required to make the first payment up front as a condition of entering into the second payment agreement. The utility may require the customer to enter into a level payment plan to pay future charges to the account.
- d. Refusal by the Utility. A customer may offer the utility a proposed payment agreement. If the utility and customer do not reach an agreement, the utility

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may refuse the offer orally, but must render a written refusal of the customer's final offer, stating the reason for the refusal, with three days of the of the oral notification. The written refusal shall be considered rendered when handed to the customer, delivered to the last-know address of the person responsible for the payment of the service, addressed to the customer's last-know address and deposited in the U.S. mail with postage prepaid, or sent to the last-know address of the person responsible for payment of the service. A customer may protest the utility's refusal of the offered agreement by filing a written complaint, including a copy of the utility's refusal, with the Director of Finance, within ten days after the rendering of the written refusal.

A customer may ask the Iowa Utilities Board for assistance in working out a reasonable payment agreement. The request for assistance must be made to the Board within ten days after the rendering of the written refusal. The utility shall not disconnect the service during the review of the customer's request for assistance.

- e. Default. Default of the agreement by the customer renders the customer subject to disconnection with notice in accordance with the procedures specified in this tariff.

#### Sec. 3.3(7) Minimum Bill

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

#### Sec. 3.3(8) Temporary Disconnections

The utility may, upon reasonable notice by a customer, make temporary disconnections for the customer's convenience. Fees for reconnection of temporarily disconnected service shall be set by the Ames City Council. There will be a charge for reconnecting the service during business hours and a charge for reconnecting the service during non-business hours. There shall be no charge if the customer requests the service to be reconnected at least one working day before the service is reconnected by the utility.

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#### Sec. 3.3(9) Service Calls

The customer shall 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 shall be billed for the cost of the service trip.
- b. For a service call requesting the relocation of facilities belonging to the utility, the customer shall be billed for the cost of direct labor and materials. An advance deposit equal to the total estimated cost shall be required where the estimate exceeds one hundred dollars .
- c. For a service call requesting relocation of facilities belonging to the customer, the customer shall be billed for the cost of direct labor, plus the cost of materials. An advance deposit equal to the total estimated cost shall be required where the estimate exceeds one hundred dollars.

#### Sec. 3.3(10)Customer Requested Meter Tests

The utility will periodically inspect and test meters in accordance with the requirements of section 2.6 of this tariff and rules of the IDOC. 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, not to exceed ten dollars.

Upon written application transmitted by mail to the commission by a customer or utility, a test will be made of the customer's meter as soon as practicable under the observation of a representative of the commission. The request must be accompanied by a twenty dollar check or money order which will be forfeited to the utility should the meter be within the allowable tolerance for error.

#### Sec. 3.3(11)Adjustment of Bills

- a. Meter Error. Whenever a meter creeps or whenever a metering installation is found upon any test to have an average error of more than 2.0 percent for watt-hour metering; or a demand metering error of more than 1.5 percent in addition to the errors allowed under accuracy of demand metering; an



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adjustment of bills for service for the period of inaccuracy shall be made in the case of over-registration and may be made in the case of under-registration. The amount of the adjustment shall be calculated on the basis that the metering equipment should be one hundred percent accurate with respect to the testing equipment used to make the test. For watthour metering installations the average accuracy shall be the arithmetic average of the percent registration at ten percent of rated test current and at one hundred percent of rated test current giving the one hundred percent of rated test current registration a weight of four and the ten percent of rated test current registration a weight of one.

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

When the average error cannot be determined by test because of failure of part or all of the metering equipment, it shall be permissible to use the registration of check metering installations, if any, or to estimate the quantity of energy consumed based on available data. The customer shall be advised of the failure and of the basis for the estimate of quantity billed. The periods of error shall be used as defined in immediately following subparagraphs (1) and (2).

1. Over-registration. If the date when over-registration began can be determined, such date shall be the starting point for determination of the amount of the adjustment. If the date when over-registration began cannot be determined it shall be assumed that the error has existed for the shortest time period calculated as one-half of the time since the meter was installed, or one-half the time elapsed since the last previous meter installation test.

The over-registration due to creep shall be calculated by timing the rate of creeping and assuming that the creeping affected the registration of the meter for twenty-five percent of the time since the more recent of either metering installation or last previous test.

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2. Under-registration. If the date when under-registration began can be determined, it shall be the starting point for determination of the amount of the adjustment except that billing adjustment shall be limited to the preceding six months. If the date when under-registration began cannot be determined, it shall be assumed that the error has existed for one-half of the time elapsed since the more recent of either metering installation or last previous test, except that billing adjustment shall be limited to the preceding six months.

The under-registration due to creep shall be calculated by timing the rate of creeping and assuming that this creeping affected the registration for twenty-five per-cent of the time since the more recent of either metering installation or last previous test, except that billing adjustment shall be limited to the preceding six months.

- c. Refunds. If the recalculated bills indicate that five dollars or more is due an existing customer or ten dollars or more is due a person no longer a customer of the utility, the full amount of the calculated difference between the amount paid and the recalculated amount shall be refunded to the customer. Refunds shall be made to the two most recent customers who received service through the metering installation found to be in error. In the case of a previous customer who is no longer a customer of the utility, a notice of the amount subject to refund shall be mailed to such previous customer at the last known address, and the utility shall upon demand made within three months thereafter refund the same.
- d. Back Billing. A utility may not back bill due to under-registration unless a minimum back bill amount is specified in its tariff. The minimum amount specified for back billing shall not be less than, but may be greater than, five dollars for an existing customer or ten dollars for a former customer. All recalculations resulting in an amount due equal or greater than the tariff specified minimum shall result in issuance of a back bill. The minimum back billing amount for an existing customer is five dollars and for a former customer is \$30.

Back billings shall be rendered no later than six months following the date of the metering installation test.

- e. Overcharges. When a customer has been overcharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the metering installation or other similar reasons, the amount of the overcharge shall be adjusted, refunded or credited to the customer. The time period for which the utility is required to adjust, refund, or credit

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the customer's bill shall not exceed five years unless otherwise ordered by the Ames City Council.

- f. Undercharges. When a customer has been undercharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the metering installation or other similar reasons, the amount of the undercharge may be billed to the customer. The period for which the utility may adjust for the undercharge shall not exceed five years unless otherwise ordered by the Ames City Council. The maximum back bill shall not exceed the dollar amount equivalent to the rate for like charges (e.g. usage-based, fixed or service charges) in the 12 months preceding discovery of the error unless otherwise ordered by the Ames City Council.
- g. Credits and explanations. Credits due a customer because of meter inaccuracies, errors in billing, or misapplication of rates shall be separately identified.

#### Sec. 3.3(12)Adjustment of Bill for Accidental Wastage of Electricity

It is the customer's responsibility to maintain internal wiring and equipment. Should an accidental ground occur on customer owned wiring and equipment thereby resulting in higher than normal usage, there is no automatic release or formula for discounting the bill.

#### Sec. 3.3(13)Returned Payments

A service charge may be assessed to any customer whose payment is returned unpaid by the financial institution on which it was drawn. The Ames City Council will set the amount of the service charge. The service charge shall be in addition to the late payment charge if the payment is not made good and the service charge is not paid prior to the net due date of the bill. The utility may require the customer to make future payments with cash, cashier's check, or money order if two or more payments are dishonored by the customer's financial institution within a year.

#### Sec. 3.4 Discontinuance and Denial of Service for Reasons Other Than Nonpayment of Bill or Deposit

The utility reserves the authority to refuse or discontinue service for any of the reasons listed below, subject to the provisions of this section and section 3.6 of this tariff. Unless otherwise stated, the customer shall be given appropriate notice prior to discontinuance of service and, in the event the customer has failed to comply with a rule of the utility, he or she shall be given reasonable opportunity to comply with the

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rule. Except for reasons given in "a" through "d" below, or disconnection at the customer's request, no service shall be discontinued unless the utility is prepared to reconnect the service within twenty-four hours. A reconnection fee shall be charged when the discontinuance results from an act or omission on the part of the customer. Reasons for refusal or discontinuance of service are:

- a. Without notice in the event of a condition determined by the utility to be hazardous.
- b. Without notice in the event of customer use of equipment in such manner as to adversely affect the utility's equipment or the utility's service to others.
- c. Without notice in the event of tampering with the equipment furnished and owned by the utility.
- d. Without notice in the event of unauthorized use or resale of the utility's service.
- e. For violation of or noncompliance with the utility's rules on file with the IDOC.
- f. For failure of the customer to fulfill his or her contractual obligations for service or facilities.
- g. For failure of the customer to permit the utility reasonable access to its equipment.
- h. For failure of the customer to furnish service equipment, permits, certificates, or rights-of-way specified by the utility as a condition of receiving service.
- i. If the service location has an outstanding debt and the person responsible for the outstanding debt owns, occupies, or receives the benefit of service provided at that location.

#### Sec. 3.5 Discontinuance and Denial of Service for Nonpayment of Bill or Deposit

The utility reserves the authority to discontinue or deny service for nonpayment of the bill or deposit, subject to the provisions of this section and section 3.6 of this Tariff. A fee to re-establish the account shall be applicable when service has been terminated pursuant to this section. The amount of the fee will be established by the Ames City Council and will include an amount to re-establish the account during business hours and a fee to re-establish the account during non-business hours.

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#### Sec. 3.5(1) Time of Discontinuance for Nonpayment

Disconnection of a residential customer may take place only between the hours of 6 a.m. and 2 p.m. on a weekday. If a disconnected customer makes payment or other arrangements during normal business hours, all efforts shall be made to reconnect the customer that day. If payment or other arrangements are made after normal business hours, all reasonable efforts shall be made to reconnect the customer not later than 11 a.m. the next day.

#### Sec. 3.5(2) Notification

- a. Twelve Day Notice. The utility shall give the customer, and any other person or agency designated by the customer, written notice that the customer has at least 12 days in which to make settlement of the account to avoid disconnection and a written summary of the customer's rights and responsibilities. The summary of the customer's rights and responsibilities must be the Iowa Utility Board's standard form or a form approved by the Board. All written notices shall include a telephone number where a qualified utility representative can be reached to provide additional information about the disconnection. Each utility representative must provide their name and have access to current detailed information concerning the customer's account and previous contacts with the utility.
- b. Without Twelve Day Notice. Disconnection may occur without a twelve day notice for failure of the customer to comply with the terms of a payment agreement.

#### Sec. 3.5(3) Attempt to Contact

When disconnecting service to a residence, the utility must make a diligent attempt to contact, by telephone or in person the customer responsible for payment for service to the residence to inform the customer of the pending disconnection and the customer's rights and responsibilities. If an attempt at personal or telephone contact of a customer occupying a residence which the utility knows is a rental unit has been unsuccessful, the landlord of the rental unit if known, shall be contacted to determine if the customer is still in occupancy, and if so, the customer's present location. The landlord shall also be informed of the date when service may be disconnected.

During the period from November 1 through April 1, if the attempt at customer contact fails, the premises shall be posted at least one day prior to disconnection with a notice informing the customer of the pending disconnection and their rights and

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responsibilities available to avoid disconnection.

If the disconnection will affect occupants of residential units leased from the customer, the premises of any building known by the utility to contain residential units affected by the disconnection, must be posted at least two days prior to disconnection, with a notice informing any occupants of the date when service will be disconnected and the reasons therefore.

#### Sec. 3.5(4) Appeal/Disputed Bill

If the customer has received notice of disconnection, the customer will be given an opportunity to appeal the reason for the disconnection to the Director of Finance or designee. If the dispute involves the amount of the electric charges, the utility may require the customer to pay the undisputed portion of the bill pending settlement of the dispute. The utility shall delay disconnection for nonpayment for up to forty-five days after the rendering of the bill if the customer pays the undisputed amount. An additional delay of up to sixty days shall be granted at the request of the Mayor of the City of Ames in the event the customer files a written complaint with the Mayor.

#### Sec. 3.5(5) Severe Cold Weather

A disconnection may not take place where electricity is used as the only source of space heating or to control or operate the only space heating equipment at the residence when the National Weather Service forecast for the following 24 hours covering the area where the residence is located includes a forecast that the temperature will be 20 degrees Fahrenheit or colder. If the utility has posted disconnection in compliance with the rules of this tariff, the utility may immediately proceed with appropriate disconnection procedures, without further notice, when the temperature in the area where the residence is located rises above 20 degrees Fahrenheit and is forecasted to be above 20 degrees Fahrenheit for at least 24 hours. Disconnection shall not take place if the customer has paid the past due amount or is entitled to postponement of disconnection under some other provision of this tariff.

#### Sec. 3.5(6) Reasonable Payment Agreement

A customer whose service is subject to disconnection, or has been disconnected, for nonpayment may enter into a reasonable payment agreement per Sec. 3.3(6).

The Utility may disconnect electric service without the written 12-day notice for failure of a customer to comply with the terms of a payment agreement in accordance with the procedures specified in this tariff.

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#### Sec. 3.5(7) Health of a Resident

Discontinuance of service to a residential customer shall be postponed if the discontinuance of service presents an especial danger to the health of any permanent resident of the premises. An especial danger to health is indicated if a person appears to be seriously impaired and may, because of mental or physical problems, be unable to manage his or her own resources, carry out activities of daily living or protect oneself from neglect or hazardous situations without assistance from others. Indicators of especial dangers to health include but are not limited to: Age, infirmity, or mental incapacitation; serious illness; physical disability, including blindness and limited mobility; and any other factual circumstances which indicate a severe or hazardous health situation.

The utility may require written verification of the especial danger to health by a physician or a public health official, including the name of the person endangered, a statement that the person is a resident of the premises in question, the name, business address, and telephone number of the certifying party, the nature of the health danger and approximately how long the danger will continue. Initial verification by the verifying party may be by telephone if written verification is forwarded to the utility within five days.

Verification shall postpone disconnection for thirty days. In the event service is terminated within fourteen days prior to verification of illness by or for a qualifying resident, service shall be restored to that residence if a proper verification is thereafter made in accordance with the foregoing provisions. If the customer does not enter into a reasonable payment agreement for the retirement of the unpaid balance of the account within the first 30 days and does not keep the current account paid during the period that the unpaid balance is to be retired, the customer is subject to disconnection in accordance with procedures specified in this tariff.

#### Sec. 3.5(8) Winter Energy Assistance (November 1 through April 1)

If the utility is informed that the customer's household may qualify for winter energy assistance or weatherization funds, there shall be no disconnection of service for thirty days from the date the utility is notified to allow the customer time to obtain assistance. Disconnection shall not take place from November 1 through April 1 for a resident who is head of household and who has been certified to the public utility by the community action agency as eligible for either the low income energy assistance program or weatherization assistance program.

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### Sec. 3.5(9) Abnormal Electric Consumption

A customer who is subject to disconnection for non-payment of bill, and who has electric consumption which appears to the customer to be abnormally high, may request the utility to provide assistance in identifying the factors contributing to this usage pattern and to suggest remedial measures. The utility shall provide assistance by discussing patterns of electric usage which may be readily identifiable, suggesting that an energy audit be conducted, and identifying sources of energy conservation information and financial assistance which may be readily identifiable, suggesting that an energy audit be conducted, and identifying sources of energy conservation information and financial assistance which may be available to the customer.

### Sec. 3.6 Insufficient Reasons for Denying Service

The following shall not constitute sufficient cause for refusal of service to a present or prospective customer:

- a. Delinquency in payment for service by a previous occupant of the premises to be served.
- b. Failure to pay for merchandise purchased from the utility.
- c. Failure to pay for a different type or class of public utility service.
- d. Failure to pay the bill of another customer as guarantor thereof.
- e. Failure to pay back bills rendered for payment of slow meter adjustments.
- f. Failure to pay bill adjustment resulting from an error on the part of the utility.
- g. Failure of a residential customer to pay a deposit during the period November 1 through April 1 for the location at which he or she has been receiving service.
- h. Delinquency in payment for service by an occupant, if the customer applying for service is creditworthy and able to satisfy any deposit requirements.



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#### Sec. 3.7 Customer Obligations

Acceptance of service shall obligate a customer to the conditions of service imposed by this tariff and the rules of the IDOC.

##### Sec. 3.7(1) Wiring and Electrical Equipment

Except for facilities defined in section 2.1 of this tariff 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 this tariff and any other applicable statutory or administrative law. 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 by the utility of a customer's compliance with this section 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 the continuity of service to customers of the utility.

##### Sec. 3.7(2) Damage to Municipality's 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 function 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.

##### Sec. 3.7(3) Customer's Premises

The customer and owner shall grant the utility, without charge, right of way over and on the premises on which equipment and structures of the utility are located. Access to the equipment and structures shall be granted to the utility at reasonable times for installation, inspection, testing, repair, and other functions necessary for the maintenance of satisfactory service.

##### Sec. 3.7(4) Customer's Notice to Terminate Service

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

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#### Sec. 3.8 Customer Complaint

Complaints concerning the charges, practices, facilities or service of the utility shall be investigated promptly and thoroughly. The utility shall keep records of written customer complaints sufficient to enable review and analysis of its procedures and actions.

Initial contact by a customer regarding a complaint shall be made with a customer service representative of the utility. The complaint may be pursued with the Utility Accounts Supervisor, the Director of Finance, and the City Manager, in that order, if the customer is not satisfied with the handling of the complaint. A written complaint may be filed with the Mayor if the customer is not satisfied with the City Manager's handling of the complaint. The Mayor shall place the complaint on the agenda of the next regularly scheduled City Council meeting for the ultimate resolution of the customer's complaint by the City Council.

A customer who is unable to travel need not appear before any city official described above in person to explain the nature of their complaint. They may do so by telephone or in some other mutually agreeable fashion.

Employees responsible for the receiving of customer telephone calls and customer office visits shall be properly qualified and instructed in the screening and prompt handling of complaints to assure prompt reference of the complaint to the person or department capable of effective handling of the matter complained of and to obviate the necessity of the customer's preliminary repetition of the entire complaint to employees lacking in ability and authority to take appropriate action.

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## **DIVISION FOUR SMALL POWER PRODUCTION AND COGENERATION FACILITIES**

### **Sec. 4.1 Scope**

The utility shall purchase electric power from and sell electric power to qualifying cogeneration and small power production facilities as required by federal law. The rates, terms and conditions of purchases and sales shall be in accordance with an agreement or contract between the utility and the qualifying facility. In the absence of an agreement or contract, rates, terms and conditions shall be established pursuant to IDOC rules, standard rates which may be adopted by the utility, and applicable state and federal regulations.

Definitions of terms used in this division shall be those found in 250 IAC Chapter 15, unless another meaning is specifically indicated. Copies of current federal and state regulations are available for public inspection at the Ames Public Library.

### **Sec. 4.2 System Cost Data**

Upon request, the utility shall provide the information required by federal regulation, intended to enable qualifying facilities to estimate the utility's avoided costs for energy and capacity.

### **Sec. 4.3 Obligations of the Municipality**

Pursuant to applicable state and federal regulations the utility shall:

- a. Purchase electric power directly or indirectly from qualifying facilities.
- b. Sell power to qualifying facilities.
- c. Interconnect with qualifying facilities.
- d. At its discretion and with consent of the qualifying facility, transmit electric power from a qualifying facility to another utility.
- e. Offer to operate in parallel with the qualifying facility.

### **Sec. 4.4 Rates for Purchase**

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Rates for purchase of electrical power from a qualifying facility shall be determined by the utility in accordance with requirements established by federal regulations. In the case of facilities with a design capacity of 100 kilowatts or less, the utility may adopt standard rates of purchase.

#### Sec. 4.5 Rates for Sales

Rates for sales of electrical power to a qualifying facility shall be determined by the utility in accordance with requirements established by federal regulations.

#### Sec. 4.6 Interconnection Costs

Interconnection costs will be assessed against the qualifying facility on a nondiscriminatory basis with respect to other customers with similar load characteristics. Payment for connection costs shall be due at the time such costs are incurred. Upon petition by any party involved and for good cause shown, the utility may allow reimbursement of costs over a reasonable period of time and upon such conditions as the governing body may determine.

#### Sec. 4.7 System Emergencies

A qualifying facility shall be required to provide energy or capacity to an electric utility during a system emergency to the extent it is required to do so by agreement with the utility or as ordered under state or federal authority. The utility may discontinue purchases from and sales to a qualifying facility during a system emergency when purchases would contribute to the emergency and when discontinuance of sales is on a nondiscriminatory basis.

#### Sec. 4.8 Standards for interconnection, safety, and operating reliability .

Standards of the utility for interconnection, safety, and operating reliability shall be those established by the IDOC in 250 IAC 15.10.

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**DIVISION FOUR "B"  
QUALIFYING ALTERNATE ENERGY PRODUCTION  
FACILITIES  
AND QUALIFYING SMALL HYDRO FACILITIES**

Sec. 4.9 Definitions

- a. "Qualifying alternate energy production facility" means any of the following:
  - 1. A solar, wind turbine, waste management, resource recovery, refuse-derived fuel, or wood-burning facility, not to exceed 80 megawatts capacity.
  - 2. Land, systems, buildings, or improvements that are located at the project site and are necessary or are located at the project site and are necessary or convenient to the construction, completion, or operation of the facility; or
  - 3. Transmission or distribution facilities necessary to conduct the energy produced by the facility to the purchasing utility.
- b. "Qualifying facility" means a cogeneration facility or a small power production facility which is a qualifying facility under 18 CFR Part 292, Subpart B, and which is not a qualifying alternate energy production facility or a qualifying small hydro facility. A qualifying facility may not exceed 80 megawatts capacity.
- c. "Qualifying small hydro facility" means any of the following:
  - 1. A hydroelectric facility at a dam, not to exceed 80 megawatts capacity.
  - 2. Land, systems, buildings, or improvements that are located at the project site and are necessary or convenient to the construction, completion or operation of the facility; or
  - 3. Transmission or distribution facilities necessary to conduct the energy produced by the facility to the purchasing utility.
- d. "Qualifying alternate energy production facility" and "qualifying small hydro facility" may be referred to jointly or severably as QAEPFQSHF in this division of this tariff.

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- e. "Municipality" means an electric utility which files a formal concurrence with this tariff according to the rules of the Iowa Department of Commerce in accordance with the IDOC order issued on consolidated dockets WRU-84-12, WRU-84-13 and RMU-83-30, issued October 29, 1984.

#### Sec. 4.10      Scope

This division encompasses generally the obligation of the utility to purchase electricity from and sell electricity to QAEPFQSHF. Obligations of the utility are as specified in state and federal law. In the absence of a negotiated agreement or contract; rates, terms and conditions shall be established pursuant to these rules, standard rates which may be adopted by the utility, and applicable state and federal regulations.

Definitions of terms used in this division shall be those found in 250 IAC Chapter 15, unless another meaning is specifically indicated.

#### Sec. 4.11      System Cost Data

Upon request, the utility shall provide the information required by federal regulation, intended to enable a QAEPFQSHF to estimate the utility's avoided costs for energy and capacity.

#### Sec. 4.12      Obligations of the Municipality

Pursuant to applicable state and federal regulations the utility shall have the following obligations to a QAEPFQSHF.

- a. Purchase electricity pursuant to contract or by rate, directly or indirectly.
- b. Sell electricity according to terms of this tariff, and according to standard rates set by the utility.
- c. Interconnect according to standards in this tariff.
- d. With consent of the QAEPFQSHF, transmit electricity so produced to another utility or to another location owned or occupied by the owner of the QAEPFQSHF under the terms and conditions of this tariff.
- e. Operate in parallel with the QAEPFQSHF, provided that standards of the utility are met, in accordance with state and federal law.

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#### Sec. 4.13      Rates for Purchase

Rates for purchase of electrical power from a QAEPFQSHF shall be 6.5 cents per kilowatt hour.

The QAEPFQSHF may elect to accept the rate offered in lieu of payments received under any contracts or agreements existing prior to the effective date of this tariff.

#### Sec. 4.14      Contract Terms Offered

The utility agrees to offer long term contracts for the purchase of power under this division: Buy Back Rate for Two, Five, Ten, Fifteen, Twenty or Twenty-Five Years - 6.5 cents per kilowatt hour.

Contracts offered pursuant to this section may contain provisions and stipulations acceptable in the practice of contract law, and not inconsistent with the lawful rules or orders of the Iowa Department of Commerce.

#### Sec. 4.15      Wheeling

With the concurrence of the QAEPFQSHF, electricity produced under this division of this tariff may be transmitted to another electric utility or another location owned or occupied by the owners of the facility. The amount of electricity sold to another electric utility or delivered to another location pursuant to this section will be the amount transmitted, less any line loss.

Said line loss shall be charged against the facility's owner. The amount wheeled shall be the amount registered on the meter at the inter-connection between the utility and the QAEPFQSHF. If wheeling is for sale to another utility, negotiations for purchase are the responsibility of the owners of the QAEPFQSHF. Line losses in the utility's system will be based on average losses in the distributions system. This shall be calculated by dividing line 26, page 431 by line 17, page 431 of the ME-1 annual report to the Iowa Department of Commerce for the year ending December 31, 1983. A subsequent annual report will be used for calculating by similar methodology if ordered by the IDOC or if voted by the governing board. Wheeling charges will be calculated as the average or blended rate for wheeling as charged to the utility for wheeling of its own purchase power during the most recent calendar or fiscal year for which statistics are available. Line loss and wheeling charge figures are available upon request at the utility business office.

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### Sec. 4.16 Rates for Sales to a QAEPFQSHF

Rates for sales of electrical power to a QAEPFQSHF shall be the rate for which the QAEPFQSHF would be served were it not a QAEPFQSHF.

### Sec. 4.17 Interconnection Costs

Interconnection costs will be assessed against the QAEPFQSHF on a nondiscriminatory basis with respect to other customers with similar load characteristics. However, the utility shall assess additional charges for installation of additional equipment required to protect its own system, if the characteristics of the electricity require it. Payment for connection costs shall be due at the time such costs are incurred. Upon petition by the party involved and for good cause shown, the utility shall allow reimbursement of costs over a reasonable period of time and upon such conditions as the governing body may determine, unless the governing body ascertains that an unreasonable credit risk exists. No other customers of the utility or the utility itself, shall bear any of the costs of inter-connection, including full private market interest costs, legal fees, engineering costs, and other costs, direct or indirect.

### Sec. 4.18 System Emergencies

A QAEPFQSHF shall be required to provide energy or capacity to an electric utility during a system emergency to the extent it is required to do so by agreement with the utility or as ordered under state or federal authority. The utility may discontinue purchases from and sales to a QAEPFQSHF during a system emergency when purchases would contribute to the emergency and when discontinuance of sales is on a nondiscriminatory basis.

### Sec. 4.19 Standards for interconnection, safety, and operating reliability.

Standards of the utility for interconnection, safety, and operating reliability shall be those established by the IDOC in 250 IAC 15.10 and shall also include: a switch that provides a visible opening and is padlockable in the open position to guard against accidental closure of the interconnection; an acceptable overcurrent device that will disconnect the QAEPFQSHF from the utility system at all currents that exceed the full load current rating of the QAEPFQSHF; equipment to detect loss of utility supplied voltage and automatically disconnect the



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QAEPFQSHF if such an effect occurs; equipment so that or a showing that QAEPFQSHF electricity is harmonically and operationally compatible with other electricity purchased or generated by the utility. The utility shall have 90 days from the date of filing a request for interconnect to approve or disapprove the request. During this time the utility may request such additional information as it may require, and in its decision, may specify interconnect safety and operating reliability equipment as is necessary.

The utility shall file its decision concerning interconnect with the IDOC no later than one week from the date of the decision. The QAEPFQSHF will then be interconnected within a reasonable time, providing that standards have been met.

If after the QAEPFQSHF is interconnected with the utility, and it becomes apparent that unforeseen characteristics of the interconnect or the QAEPFQSHF equipment are causing operational problems to the utility, the utility shall charge to the owner or owners of the QAEPFQSHF costs incurred by the utility in dealing with the problem.

Sec. 4.20      Metering. A QAEPFQSHF may choose to be under either a single meter or a double meter system. A request to switch from one system to the other may be made by the QAEPFQSHF at any time. The QAEPFQSHF will be charged for all costs associated with such a switch.

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