



## **Rules and Regulations**

**For**

**Electric Service**

**Adopted  
June 24, 1992**

**Revised  
April 6, 2004**

**Wyandotte Municipal Services**

3005 Biddle Avenue

Wyandotte, Michigan 48192

[www.wyan.org](http://www.wyan.org)

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## NOTICE

The initials “WMS” in this document are the abbreviation used for Wyandotte Municipal Services, an agency of the City of Wyandotte. The “WMS” abbreviation is used as a generic term to refer to the entity of the Wyandotte Municipal Services, its governing Board of Commissioners and Representatives employed by that Organization. Copies of the WMS rate schedules for electric service are not incorporated as a part of this document. They are open to public inspection at the WMS offices, and are available upon request at no cost. Complete copies of the WMS Rules & Regulations are available upon request at a cost of \$3.00 per book.

Application for original or added service shall be made at the office of the WMS, 3005 Biddle Avenue, Wyandotte, Michigan. Any customer receiving electric service shall be deemed a customer of the WMS subject to its rates and these Rules and Regulations and responsible for the service used whether such service is given under a signed agreement or not. Service will not be supplied to new or remodeled installations until such installations have been inspected and approved by the inspection authority having jurisdiction and are in accordance with these Rules and Regulations and as governed by the City Charter, National Electric Code and the latest revision thereto. The WMS reserves the right to discontinue or limit service to any customer for any breach of these Rules and Regulations.

In the event of a published document or verbal directive that is in conflict with the WMS Rules and Regulations for Electrical Service, the WMS Rules and Regulations shall take precedence. Omissions or perceived conflicts within the WMS Rules and Regulations, or with other documents, will be resolved by the WMS Board of Commissioners. In any case, owner(s), customer(s), and/or contractor(s) must perform that which is necessary to meet the requirements of the WMS. Existence of a conflict or omission is not authorization to abridge the related Rules and Regulations or proceed based upon a personal interpretation. Any chargeable work in progress, or related to the detection of the conflict or omission, must be corrected to the WMS resolved terms of the conflict or omission at the owner(s), customer(s) and/or contractor(s) expense.

## RULES AND REGULATIONS

### PRELIMINARY PLANNING

Persons considering the purchase or construction of buildings in the City of Wyandotte are requested to make inquiry to the WMS to determine service characteristics available and establish coordination of any required electrical work. Do not rely upon guesswork or the representation of other parties. Even when WMS lines are located nearby, they may not be suitable for the service requested and time consuming construction may be involved. Service connections and extensions of lines requiring the setting of poles or the installation of conduit may require additional time; due to procurement of permits for construction of service facilities and rights-of-way that must be obtained from the proper authorities. To avoid unnecessary delays approximately ninety days notice should be given before service is required.

Subdividers and other persons interested in land development should present plats of their intended developments to the WMS for recommendation as to the location of the necessary easements before the plats are recorded.

Where a new commercial building or an extensive remodeling of an existing building is planned, customers or their architects should submit drawings and estimated electric load requirements to the WMS.

### CHARACTER OF SERVICE

#### A. General

The WMS will endeavor, but does not guarantee, to furnish a continuous supply of electric energy and to maintain voltage and frequency within reasonable limits.

The WMS shall not be liable for interruptions in the service, phase failure or reversal, or variations in the service characteristics, or for any loss or damage of any kind or character occasioned thereby, due to causes or conditions beyond the WMS reasonable control, and such causes or conditions shall be deemed to specifically include, but not be limited to, the following: acts or omissions of customers or third parties; operation of safety devices except when such operation is caused by the negligence of the WMS; absence of an alternate supply of service; failure, malfunction, breakage, necessary repairs or inspection of machinery, facilities or equipment when the WMS has carried on a program of maintenance consistent with the general standards prevailing in the industry; act of God; war; action of the elements, storm or flood, fire, riot, labor dispute or disturbance, or the exercise of authority or regulation by governmental or military authorities.

Notwithstanding any other provisions of these rules, the WMS may interrupt, curtail or suspend electric service to all or some of its customers in accordance with the provisions of the WMS Emergency Electrical Curtailment procedures. The WMS shall be under no liability with respect to any such interruption, curtailment or suspension.

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### B. Customer Equipment Purchasing

Before purchasing equipment or installing wiring, the customer should contact the WMS to determine the characteristics of the service available at the desired premises, as all voltages may not be available at any one location. Once contacted, a WMS Representative will inform the customer of the WMS requirements, which must be fulfilled by the customer, in order to receive electric service.

### C. Electrical Characteristics

The WMS supplies 60 Hertz alternating current throughout its service area.

1. Single phase 120/240 volt, three wire service is available for lighting and miscellaneous requirements.
2. Combined lighting and power service at 120/208 volt, three phase, four wire; 120/240 volt, three phase, four wire; or 277/480 volt, three phase, four wire may be available, at the WMS option.
3. Three phase power service at 240 volts, three wire, or 480 volts, three wire, may be available for customers desiring a separate power service. The WMS will not provide more than one lighting or one power service or one combined lighting and power service to a customer's premise (per the N.E.C. code).
4. If a customer requires a three phase voltage different from the established voltage in the area, it may be furnished, at the WMS option. In such cases the customer shall pay all extra costs involved.
5. Primary voltage service is also available for customers whose demand is 75 KW or more. The particular voltage available shall be determined by the WMS. All equipment necessary for utilization of service shall be WMS approved and shall be located on the customer's side of the point of delivery and shall be furnished, installed and maintained by the customer. Point of delivery shall be at the WMS electrical service connection to customer owned equipment. For customer owned transformer installations larger than those listed below, the WMS may require special primary protective equipment.

<u>PRIMARY VOLTAGE</u> <u>(Phase to Phase)</u>	<u>COMBINED</u> <u>Transformer - 3ph kVA</u>
4,800 V	300 KVA
13,200 V	1,000 KVA

### D. Conversion Areas

All customer owned transformers to be installed in an area that is scheduled for conversion to a higher distribution voltage will be required to purchase dual wound transformers. Qualified additional costs of such dual wound transformers shall be reviewed by the WMS for possible rebates.

### E. Contractual Arrangements

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The WMS reserves the right to make special contractual arrangements as to the provision of necessary service facilities, duration of contract, amount of deposit and refunds thereon, minimum bills or other service conditions with respect to the customers or prospective customers whose load requirements exceed the capacity of the available distribution system in the area or whose load characteristics or special service needs require unusual investments by the WMS in service facilities or where there is not sufficient assurance of the permanence of the use of the service.

Where a written contract is required, no promises, agreements or representations of any agent or employee of the WMS shall be of binding force upon the WMS unless the same shall be incorporated in the written contract for electric service.

The WMS will construct electric distribution facilities and extensions only in the event it is able to obtain or use the necessary materials, equipment and supplies. The WMS reserves the right, in its discretion, to allocate the use of such materials, equipment and supplies it may have on hand to meet operating priorities. The WMS denies any responsibility for any claims, charges or expenses related to construction delays resulting from allocation or procurement of materials, equipment and supplies.

### F. Service Wires

The WMS will connect one (1) service to one premise with the following exceptions:

1. For an emergency standby service.
2. To meet the construction, capacity or economical needs of the WMS.
3. Three phase power and separate lighting services of different voltage requirements in accordance with RULE II, Items C-3 & C-4, to Small and Large General rate Customers.
4. Existing Residential dual service installation with more than one service drop installed before 11-01-87. Once any existing dual service contract (covered by Section II, Item F-4) is terminated, that service or its companion service will be disconnected and removed. Final judgment in granting all of the above exceptions shall rest solely with the WMS.

## III. USE OF SERVICE

### A. Electrical Services

Electricity is supplied to a customer for exclusive use on the premises to which it is delivered by the WMS. In no case may service be shared with another, sold to another, or transmitted off said premises without the written permission of the WMS, except as noted in Rule VI-B. The WMS reserves the right to deny or terminate service to any customer whose wiring or equipment shall constitute a hazard to the WMS equipment or its service to others, however, it disclaims any responsibility to inspect the customer's wiring or equipment and shall not be held liable for any injury or damage resulting from the condition thereof.



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The customer shall so use the service as not to disturb the WMS service to other customers. When such interference does occur, the customer shall be required to correct the condition, and upon the customer's failure to do so, the WMS may discontinue service. The customer shall install and maintain the necessary devices to protect customer owned equipment against service interruptions, and other disturbances on the WMS system as well as the necessary devices to protect the WMS facilities against overload caused by the customer's equipment.

The WMS shall not be obligated to furnish service in the case of gaseous or other lighting devices having low power factor whether newly installed, reconnected or moved to another location, unless the customer provides, at no expense to the WMS, suitable equipment for improving the power factor of such devices to at least eighty five percent (85%).

The WMS may discontinue service without notice, in cases where the meter or wiring on the customer's premises has been tampered with or altered in any manner to allow unmetered or improperly metered electric energy to be used. In case of such discontinuance of service, the WMS shall restore service only after the customer has repaired service, paid for, or arranged to pay for, the unmetered energy used, tampering fees (Sec. V, J) and make provisions and pay charges for an outdoor meter installation or other metering changes as may be required by the WMS. Failure to comply with the terms of such an agreement shall be cause to discontinue service in accordance with any applicable rules of the WMS. Restoration of service will be made upon receipt of reasonable assurance of the customer's compliance with WMS requirements.

### B. Motors

Motors which cannot have their rotation safely reversed or which would be damaged by phase or voltage failure shall be protected in all phases by phase reversal and phase failure relays and/or low voltage relays. These protective devices should be wired to automatically disconnect and prevent restarting of motors until the problem has been corrected and service restored to normal. Purchase, installation and maintenance of these devices is the customer's responsibility. All installation must be per the N.E.C. requirements. Conventional single phase motors may be connected to operate at 120 or 240 volts subject to the following limitations:

Nominal Motor <u>Size</u>	Permissible Operating <u>Voltage</u>	Maximum Allowable Locked-Rotor <u>Current</u>
½ hp or less	120	50 Amperes
½ hp to 5 hp	240	105 Amperes
Over 10 hp	240	Connected only with written permission of the WMS.

All single phase motors should be connected to operate at 240 volts whenever practical to minimize voltage drop in the customer's wiring and supply system.

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Customers planning the use of three phase motors should consult the WMS Electric Operations Department for characteristics, adequacy and availability of the service. The WMS does not service or connect customer motors and is not responsible for failures related to Rule III, B. Service problems or disturbances resulting from the customer's equipment are the responsibility of the customer to correct.

### C. Portable Generator Use

The Customer is solely responsible to assure that use of a portable generator is performed in a safe manner. This includes but is not restricted to:

1. Assuring that the generator power does not energize WMS equipment.
2. Assuring that WMS electrical power does not damage the Customer's generator.

Both items can be accomplished by the Customer turning off their main circuit breaker, or pulling main fuses before and during the use of a portable generator. For permanently installed generators see Rule XVI, D. Parallel Power Sources. Failure to isolate customer owned portable generators from WMS equipment, will result in an immediate service disconnection.

Re-connection of such disconnected services will not be performed until:

1. The WMS and Electrical Inspection Authority have determined that the hazard presented by the portable generator has been eliminated.
2. The Customer has agreed to and has made satisfactory arrangements to pay for any and all expenses resulting from the improper use of the portable generator.

A customer using a generator assumes all legal liability for the power produced, including power transmitted purposefully or inadvertently over WMS wires, in an unsafe or unauthorized manner.

## IV. USE OF WMS EQUIPMENT

### A. Wires and Poles

The WMS wires, poles and apparatus, together with any interconnections thereof, are the exclusive property of the WMS, and the connection of a customer's premises thereto does not entitle the customer to any use thereof except as necessary for the delivery of the WMS service to the customer. The use of any part of the WMS distribution or transmission system by the customer for carrying foreign electric currents or carrier current transmission, radio or telephone broadcasting or receiving is expressly prohibited.

A pole license agreement providing joint use of certain WMS wood poles with a servicing Telephone/Communications Company may be entered into. The WMS may also enter into a rental agreement with a CATV Company providing cable television service to customers within the WMS service area. The use of any pole by a Telephone/ Communications Company or

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CATV Company without first having entered into a written agreement with the WMS is prohibited.

The unauthorized attachment (including painting or marking) of any signs, banners, lines, cables, equipment or any other material to the WMS poles is prohibited. Authorization for pole use may be granted by the WMS General Manager or his designated representative based on purposes permitted by Michigan State law and requirements of governmental authority for the safety and welfare of the general public. No pole license agreement for commercial use will be authorized without possession of a valid City of Wyandotte issued franchise.

### B. Unauthorized Use

The WMS may remove or cause to be removed without notice any unauthorized foreign matter from its poles at the expense of the customer, the person(s) attaching the unauthorized matter or, in the event neither can be identified, the individual, firm or organization which appears to be the primary sponsor, user or beneficiary of the unauthorized matter. The WMS will observe reasonable precaution to prevent any damage resulting from such removal, but will not be liable for any damage thereto.

## V. METERING

### A. Measurement

All energy sold to customers shall be measured by commercially acceptable measuring devices owned and maintained by the WMS except where it is impractical to meter loads, such as street lighting, temporary or special installation, in which case the consumption may be calculated. All other electrical quantities, which the rates or rules of the WMS indicate, are to be metered by commercially acceptable instruments owned and maintained by the WMS.

### B. Space for Equipment

The customer shall provide, at no expense to the WMS, a space suitable to the WMS for the installation of the necessary metering equipment.

### C. Access

The WMS authorized personnel or agents of the WMS shall have access to the customer's premises at all reasonable hours, to install, inspect, read, repair, test or remove its meters; to install, operate and maintain other WMS property, and to inspect and determine the connected electrical load. If the meters or metering equipment are lost, damaged or destroyed through the neglect of the customer, the cost of necessary repairs or replacements shall be the responsibility of the customer.

In case the WMS is physically unable to read a meter for any reason beyond the control of the WMS, such as premises being locked or the meter being inaccessible and said condition persists

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continuously for a period of three (3) months or longer, then after due written notice to the customer, the electric service will be turned off until such time as arrangements have been made to permit access to the meter and the appropriate reconnection fee has been paid.

### D. Responsibility and Requirements

1. The customer shall install that metering equipment furnished by the WMS and shall furnish, install, own and maintain all other service equipment, and all wiring and conduits, from the weatherhead of an overhead service connection and/or from the meter socket of an underground service connection.
2. The WMS requires that the metering equipment for all residential and, where practicable, commercial and small industrial customers be located outdoors on the customer's building or structure. Meters in existing indoor installations that are to be rearranged so as to affect the service entrance conductors or service equipment shall be changed to outdoor installations where suitable locations are available. The WMS approval must be obtained for mounting the metering equipment indoors in those cases where there is not a suitable outdoor location.

Indoor locations must be as near as practicable to the point where the service entrance conductors enter the building. Interior walls, panels or meter boards on which meters are mounted shall be rigid and free from vibration and shall be located in a clean and dry part of the building, readily accessible to WMS personnel.

3. Meter sockets, meter connection boxes, and instrument transformer enclosures shall not be used as junction boxes for supplying customer's branch circuits or grounding conductor termination, and no wiring other than service entrance and grounding conductors shall be run through this equipment. Metered conductors from different meters shall not be placed in the same raceway between the meter and the main disconnect device.
4. The height of single meters shall not be less than four and one-half (4 ½) feet nor more than five and one-half (5 ½) feet above finished grade or floor level. When using vertical stacked multiple meter socket panels, the lowest meter shall not be less than thirty (30) inches from the grade or floor, and the highest meter less than sixty six (66) inches from grade. For horizontal multiple meter sockets the installed meter center lines shall be a minimum of fifty (50) inches, and a maximum of sixty six (66) inches from grade.
5. The metering and customer's service equipment for multiple occupancy buildings where several floors, apartments, stores, etc., are rented separately, should be grouped in a common meter room, public hallway or some other WMS-approved location where they will be accessible at all times to WMS authorized personnel or agents of the WMS. Metering equipment in multiple occupancy buildings shall be plainly marked with metal tags or neatly painted stencil identifying the portion of the building served. Such identification shall be placed by the contractor at the time the equipment is installed. The

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WMS will not set the meters until the lines are identified. The owner of the multi-dwelling could be held responsible for any under recovery of revenues resulting from improperly identified meters. Any future expense of tracing lines due to instances of switched meters related to errors in tracing and identification of such lines shall be the responsibility of the current owner of the dwelling.

6. For transformer metered services, whether primary or secondary, the customer shall furnish the space, labor and the provisions for mounting current and potential transformers to meet WMS requirements. Inquiries regarding installation requirements and equipment approval should be directed to the Electric Transmission and Distribution Department.
7. The WMS seals all metering equipment with a WMS lock or tamper proof seal. Violation of the locks or seals will result in a \$50.00 tampering fee for each unit found violated. This fee will be charged to the customer named on the service contract or the premise owner if a valid contract for electrical service does not exist. This tampering fee is included in the Reconnection fees of Rule VIII.
8. The WMS does not furnish, repair, calibrate or test privately owned meters as a customer service. A written agreement to provide testing of privately owned meters to resolve a customer complaint is the only exception to this rule.
9. The WMS reserves the right to periodically test revenue meters, and replace revenue meters at the WMS discretion.

### **VI. APPLICATION OF RATES**

#### A. General

The residential rates are predicated upon the delivery of not more than one lighting service to a residential building or structure. All other rates are predicated upon the delivery of not more than one lighting or one power service or one combined lighting and power service for the total requirements of each premise of the customer, unless otherwise provided for in these Rules and Regulations. The current electrical rates are available upon request, and are not incorporated as a part of the Rules and Regulations for Electrical Service.

#### B. Resale

The owner or operator of an office building, apartment building, shopping mall, etc., may purchase energy from the WMS for resale to tenants on the condition that service to each tenant shall be metered separately and that the tenants shall be charged for such service using the appropriate rate of the WMS available for similar service under like conditions. In order to qualify for resale to tenants, the owner or operator must provide for the resale in the application for service, supply the tenant metering equipment and make records available for WMS audits at no cost to the WMS.

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The renting of premises with the cost of electric service included in the rental as an incident of tenancy will not be considered a resale of such service.

### C. Choice of Rates

In some cases the customer is eligible to take service under any one of two or more rates. Upon request, the WMS will advise the customer in the selection of the rate which will give the lowest cost of service, based on the information at hand, but the responsibility for the selection of the rate lies with the customer.

After the customer has selected the rate for service, neither will the customer be permitted to change from that rate to another rate until at least twelve (12) months have elapsed, nor will the customer be permitted to evade this rule by temporarily terminating service. The WMS may, however, at its option, waive the provisions of this paragraph where it appears that an earlier change is requested for permanent rather than temporary or seasonal advantage. The intent of this rule is to prohibit frequent shifts from rate to rate. No refund will be made of the difference in charges under different rates applicable to the same class of service. Existing customers selecting conversion to the Primary Rate are required to compensate the WMS for construction of their existing service if installed or upgraded within the past 48 months.

### D. Power Factor

All rates for commercial and industrial service provide for an adjustment to the metered demand based on the average power factor during the billing period. All Primary installations will include reactive kilovolt ampere hour (kVARh) metering to determine this adjustment. Large General customers whose demand is less than 75 KW may be tested with portable power factor metering equipment to determine if permanently installed kVARh metering is justified. Customers who install power factor correction equipment may request that kVARh metering be provided.

### E. Apartment Buildings and Multiple Dwelling Structures. (See definition of a Dwelling unit)

1. An apartment building or multiple dwelling structure containing two (2) dwelling units with separate meters shall be billed on the appropriate Residential Service Rate.
2. An apartment building or multiple dwelling containing two (2) or more dwelling units metered by a single meter shall be billed at the appropriate Non-Residential Rate.
3. Apartment buildings or multiple dwelling structures constructed after November 1, 1987 shall have each dwelling unit separately metered.

### F. Cogeneration and Small Power Production Facility

Customers who employ cogeneration or small power production equipment as an energy source may receive partial or standby service under applicable WMS rates. A customer requesting electric service under this Rule VI, Section F, shall enter into a special contract with the WMS

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setting forth terms and conditions for service. Customers who elect to sell energy to the WMS will be paid for such energy at the rate specified in the applicable rate schedule. When not so specified in the applicable rate schedule, the WMS will pay for such energy at a rate which approximates its avoided costs.

### G. Billing Demand

Service rates with demand charges provide for minimum monthly billing demand of the KW supplied during the 15 minute period of maximum use during the month but not less than 75% of the highest maximum demonstrated demand over the *Resolution May 27, 2003 - preceding 12 months*.

If a customer has experienced a permanent, irrevocable, and identifiable decrease in electric load use such as the closing and/or sale of a substantial portion of a plant, building, or facility the WMS General Manager may waive the demand history. The Customer must submit a written request to the General Manager for a change in their billing demand history. The Customer's new demand history will begin as of the date of the waiver. Under no circumstances will the minimum monthly billing demand be less than 75KW for Primary Service Customers.

If, for any reason, electric demand resumes its former level at any time within 12 months from the date of the waiver, the waiver is null and void, and the minimum demand charge will be recalculated and rebilled for those months that the waiver was in effect.

A customer is not eligible for this waiver, if the decline in demand is due solely to reorganization, bankruptcy, change of corporate name, or any other operational restructuring which does not result in a change of use of the premises. Any exceptions to or conditions of unusual circumstances related to this rule shall be submitted to the WMS for a determination.

### H. Demand Reset

The WMS resets all demand meters once every October (Fiscal Year). Each customer may request up to two (2) demand resets per year in addition to the annual WMS demand reset.

### I. Special Minimum Charges

Customers of the Department prior to January 1, 1992, who change their status to that of a qualifying cogeneration facility, will be required to pay a special minimum charge. The minimum charge is based on allocations attributed to the customer by the Cost of Service Study of 1992. The allocated costs include power production as well as transmission and distribution system costs. New customers of the Department (after January 1, 1992) who are qualifying facilities will pay a minimum charge established by the Department and reviewed and/or revised annually.

## VII. DISPUTE PROCEDURE

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Complaints concerning charges, practices, facilities or service of the utility shall be investigated promptly and thoroughly. The WMS shall keep records of customer complaints that will enable the WMS to review and analyze its procedures and actions as follows.

1. When a bill or service is disputed by any customer and the WMS is so advised, the date of the notice of dispute will be recorded.
2. The customer will be advised of the results of the investigation.
3. An attempt will be made to resolve the dispute in a manner mutually satisfactory to both parties.
4. The WMS will provide the opportunity for each customer to enter into a reasonable settlement agreement in order to mutually resolve the disputed claim or to satisfy any liability not in dispute.
5. The customer shall be responsible for payment of all other bills or portions of bills as rendered which are not in dispute.
6. Service to the customer shall not be discontinued during this investigation for nonpayment of the amount in dispute.

### **VIII RECONNECTION FEES**

(See Attachment A for the most current fees and contributions.)

The WMS may discontinue service if it is determined that the customer has violated these Rules and Regulations, and in any manner used unmetered energy, or has diverted power. In case of such discontinuance of service, the WMS shall restore service only after the customer has paid the reconnection fee, and made provisions for an outdoor meter installation or other metering changes as may be required by the WMS.

A. A meter reconnection fee for normally restored services shall be paid to partially cover the cost of restoring service that has been disconnected for a breach any of the WMS rules. Whenever it is necessary to restore service that has been disconnected at the pole, padmount transformer, or pedestal for breach of WMS rules, the pole reconnection fee shall be paid, not the meter reconnection fee.

B. Following a shut off, if a customer has reconnected service or caused it to be reconnected by anyone other than WMS authorized personnel or agents of the WMS, the meter will be removed and a first tampering fee shall be added to the meter or pole reconnection fee.

C. A second tampering reconnection fee in addition to other reconnection fees shall be paid if the service is reconnected unlawfully a second time. If it becomes necessary to remove the service conductors from the pole, padmount transformer, or pedestal due to a third tampering, a third reconnection fee will be added to the other reconnection fees and the actual cost of removing and reinstalling the service will be charged. All reconnection fees, calculated costs for energy consumed, and cost of damage to WMS property shall be paid in advance, before the service is restored.



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D. Reconnection of any service with instrument rated metering or any service reconnect at the service pole outside of normal working hours that requires a linecrew will result in a linecrew reconnection fee, plus any related fees contained in Rule VII (Reconnection Fees).

### **IX. FEES AND CASH DEPOSITS**

A. All new electrical customers shall be required to pay a Customer Application Fee as listed in Attachment A.

B. Required Deposits - Deposits shall be required of:

1. All new electric service customers.
2. All electric service customers who have previously been served by the WMS and had overdue amounts appearing on two (2) monthly bills at any time in their last twenty-four (24) months of service including any and all bills rendered.
3. All electric service customers being served by the WMS who have overdue amounts appearing on two (2) successive monthly bills.
4. Wherein a customer is delinquent to such time that the WMS is forced to deliberate action (See Rule X, Payment of Bills).
5. All customer service installations requiring an aid to construction fee or special service contract agreements.

C. Deposit Amount

Deposits shall be in the amount required by the WMS which will normally be (2) times the estimated monthly bill for each service, although the deposit may be larger at the WMS's discretion. In no case shall deposits required be less than \$75.00. The amount of deposit is subject to increase if the average bill becomes significantly higher than the estimated bill used to compute the deposit.

D. Deposit Disposition - Electrical Service Contracts

1. Deposits shall be held by the Department for twenty-four (24) months before refunds may be made for any reason except: deposits will be applied to accounts made final with any balance refunded by check in normal business sequence.
2. Deposits held by the WMS for twenty-four (24) months shall be applied to customer's subsequent bills in normal business process, provided the customer's payment record indicates he has not had an overdue amount appearing on two (2) monthly bills during the most recent twenty-four (24) month period.
3. The WMS will pay the Attachment A\* rate of annual interest on deposits. This is subject to future change based upon periodic reviews of economic conditions. Interest will be paid when deposit is applied to the account.

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\*See Attachment A - Fees and Contributions.

### **X. PAYMENT OF BILLS**

#### A. Customer Responsibilities

Customers of the WMS are expected to pay all utilities on the consolidated utility bill before the due date shown on the bill. The Customer is contractually obligated to pay the bills until service is ordered to be disconnected and the Department has had reasonable time to finalize the utility account.

If a monthly bill is not delivered to the Customer, or if the department fails to prepare a bill, the Customer is not exempt from the obligation of paying a bill. Nor does failure to receive a monthly bill before the discount date entitle the Customer to pay the discounted amount. The Customer is obligated to inform the Department if a bill is not rendered or received.

Bills for Electric consumption are rendered on a monthly basis and normally scheduled to reach the Customer approximately ten (10) days before the discount date. The WMS shall allow each customer approximately 21 calendar days from issuance of the bill for payment in full. Payment of the consolidated bill in full by the discount date is required to receive a 2% discount for electric service. Payment in full by the due date is required to avoid a late payment penalty. Amounts still owing after the due date are subject to a 5% penalty.

Partial payment of consolidated bills will be allocated first to the electric portion. Payments beyond the electric bill will be applied to Cable Television service, then finally to Water Service.

Bills that remain unpaid are subject to the WMS prevailing procedures for delinquent accounts. In the event of extenuating circumstances, a Customer may be afforded the opportunity to make payment arrangements. Readings may be estimated when conditions warrant. Bills rendered on an estimated reading have the same force and effect as bills rendered on actual meter readings.

#### B. Billing Errors

If an error is found to exist in the billing rendered to a Customer, the WMS will correct the error to recover or credit against future service the difference between the original billing and the corrected billing. If a customer is no longer receiving service, the WMS may refund the difference between the original and corrected billings with payments to be made over a reasonable period not to exceed that in which the error occurred. Corrected billings will not be rendered for periods greater than six (6) years. Adjustments to billings will normally begin promptly upon discovery and verification of the billing error by the WMS.

A Customer's deposit may be applied to satisfy any unpaid service account balance. Any remaining balance of a deposit, including interest if any, will be returned to a Customer in accordance with the deposit policy in effect at that time. The WMS will pay interest on such deposits for the time the deposit is held by the WMS and service is taken by the Customer.

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### C. Collection and Delinquent Policies

Amounts due the WMS from a Customer will be subject to normal Collection and Delinquent policies and procedures. If the customer fails to respond to our written notices of delinquency and request for payment, a WMS employee will be dispatched to terminate or limit service. If the customer, at this time offers payment, the collection fee listed in Attachment 'A' shall be charged.

Where service has been disconnected or limited resulting from a delinquency, the reconnection charge shall be governed by Rule VIII and reconnection will not be made until the charge is paid. In addition to the reconnection charge, the following must be paid for service continuation: a Customer Application Fee and /or additional cash deposit as listed in Attachment A and the delinquent amount in full, or until satisfactory arrangements have been made.

The WMS reserves the right to terminate delinquent accounts at any time. At its discretion, the WMS will install a load limiting meter that restricts the amount of electricity that a residence can use. The load limiter meter will allow the customer to operate their furnace, refrigerator and a few lights. (See Attachment 'B', Load Limiter Policy)

Where service has been disconnected and final bill remains owing after the due date, the unpaid customer account balance, all court costs and filing fees, monthly interest charges as listed in Attachment A will apply and legal action will be initiated in small claims court.

## **XI. PERMANENT SERVICES**

### A. General

Existing services installed prior to these Rules and Regulations that meet or exceed present WMS Construction Standards will be maintained in accordance with this document. Non-standard services requiring maintenance will be upgraded to the present standards, the work and cost of the upgrade will be treated the same as a new service covered by this document.

*April 6, 2004 Resolution - All electric service installations shall be placed underground where designated by the WMS, where provisions for placing telephone and cable television service installations shall be made in the common utility trench. Overhead service installations may be permitted by the WMS for (1) temporary service needs; (2) temporarily during an emergency to prevent danger to persons or property; (3) for a period of not more than six months when soil conditions make excavation for underground service impractical, (4) where to require underground service, the consumer has shown that such requirement is unduly burdensome and written exemption is provided by WMS or (5) where there is an existing residential overhead service.*

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The service entrance conductors shall be furnished, installed and maintained by the customer in accordance with the National Electrical Code or other applicable local codes, and shall conform to the WMS specifications listed below:

1. The location of the service attachment to a building or structure, shall be specified by the WMS and shall be located so WMS service wires meet or exceed all clearance requirements of the National Electrical Code, and other applicable local codes, latest revision thereto.
2. Should it become necessary, for any cause beyond the WMS control, to change the location of the point of attachment of the service conductors, the entire cost of any related changes in the customer's wiring made necessary thereby shall be the responsibility of the customer.
3. All residential customers shall install a three wire service entrance in accordance with all applicable codes. Any poles, wires or other equipment required beyond the customer's meter shall be furnished, installed and maintained by the customer.
4. If paralleled service entrance conductors are used it shall be the customer's or the contractor's responsibility to terminate the paralleled conductors in a single conductor suitable for connection to the WMS overhead service wires. Suitable connectors for parallel service conductors of the WMS must also be provided by the customer.

### B. Residential, Commercial and Industrial Overhead Services:

*April 6, 2004 Resolution - Where overhead services are permitted, the WMS will install, own and maintain overhead service conductors from its distribution lines to the nearest suitable point of attachment on the customer's building or other structures as designated by the WMS. Where the customer requests a point of attachment other than that specified by the WMS; the cost of installing additional intermediate supports, wires or fixtures necessary to reach the point of attachment requested by the customer shall be the responsibility of the customer. Service masts, when necessary in order to obtain required clearance, shall be furnished, owned, installed and maintained by the customer. The WMS will specify the location, height and size of the mast to adequately support the service wires under heavy loading conditions. While the mast should be firmly attached to the principal building frame, the WMS does not make recommendations regarding the method of fastening and assumes no responsibility for damage caused by the service wires. The customer should consult an architect or builder regarding the method of fastening prior to installation.*

### C. Residential Underground Services from Overhead Distribution Systems:

The WMS shall, if feasible, install, own and maintain single phase underground residential electric service conductors from an overhead electric distribution system. There will be a riser pole charge for each underground service supplied from an overhead secondary. (See Attachment A for amount of charge). If a crossing of a public road, alley or drive is necessary

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and the customer requests that the crossing be installed underground, the customer will be required to make an additional Contribution in Aid of Construction to the WMS, in an amount equal to the estimated difference in cost between an overhead and underground crossing. (Refer to Attachment A Fees & Contributions). *April 6, 2004 Resolution - The WMS is not responsible for damage related to underground duct, pad or electrical equipment settling or heaving, due to improper installation by others and the owner is required to correct such a condition at the owner's cost.*

### D. Commercial/Industrial Underground Services

The owner of each commercial or industrial building served from an existing underground electric distribution system shall install, maintain and own the underground secondary service conductors between the building and the service pedestal or transformer. Underground secondary service conductors from overhead lines shall be installed, owned and maintained by the WMS. *April 6, 2004 Resolution - The WMS is not responsible for damage related to underground duct, pad or electrical equipment settling or heaving, due to improper installation by others and the owner is required to correct such a condition at the owner's cost.* These service conductors shall be installed in accordance with any applicable local codes and the following WMS Specifications:

1. The total ampacity of all service cables connected to a transformer shall not exceed 1600 amperes. The secondary service shall be in accordance with the National Electrical Code or other applicable local codes. Due to physical limitations of WMS-owned transformers and secondary connectors, the maximum number of paralleled secondary cables for any single service dependent on service size shall be limited to:

Single Service Size	Maximum No. of Parallel Cables
200 Amperes	1
400 Amperes	2
600 Amperes	3
800 Amperes	3
1000 Amperes	4
1200 Amperes	4
1600 Amperes	4

The total number of cables connected to a single transformer connector shall not exceed four (4) cables per phase. No single cable shall exceed 500 MCM in size. Connection of all service and primary cables to WMS owned transformers will be made by the WMS.

2. A single secondary service in excess of 1600 amperes shall be bus duct, provided and installed by the applicant. Flexible secondary connectors must be provided by the

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applicant with the bus duct. Connection of the bus duct to the secondary of the transformer will be made by the WMS.

### E. Primary Services

Primary customers are advised to obtain the aid of an electrical engineer to design and specify their electrical system. The Primary customer must provide a pad mounted fused disconnect switch and room for mounting current and potential metering transformers and trench and duct for WMS primary conductors. The customer will install metering transformers and the meter box. The WMS shall provide current and potential metering transformers and the primary conductors between the customers fused disconnect and the WMS electrical system. The WMS shall terminate it's conductors on the customers switch and wire the metering transformer secondaries to the meter socket. Switch and transformer pads shall be constructed to meet or exceed WMS specifications.

## XII. TEMPORARY SERVICE

### A. General

Customers desiring general secondary service for a short time only, normally less than six (6) months, such as for construction jobs, traveling shows, outdoor or indoor entertainment or exhibitions, etc., shall pay the charge per customer per month provided in the WMS applicable rate.

The customer shall furnish a suitable support for the metering or the standard male plug for the WMS provided receptacle. All temporary services shall be metered or flat fee billed. The customer shall be required to deposit with the WMS an amount to cover the cost of installing and removing these temporary facilities plus a security deposit if required or the flat fee connection charge. Meters may be read daily and the deposit modified as the energy used may be justify such modification.

Where 120/240 volt single phase service is not available and is desired, the customer shall be required to make a non-refundable contribution in aid of construction to the WMS, in advance, to cover the estimated cost of installation (excluding services and meters) plus the cost of removal of the temporary facilities less the salvage realized.

If a temporary overhead service is installed for the convenience of the owner(s), developer(s), or customer(s) for construction purposes, they shall be required to pay the in-and-out-costs for such temporary overhead facilities in accordance with this Rule, when they exceed the flat rate installation charge plus estimated revenue of the temporary service.

### B. Type of Service

1. Temporary Service Overhead - Where an overhead 120/240 volt single phase service of 100 amperes or less is desired and where such service is available at the time temporary service is

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desired, the charge for the installation and removal of a temporary overhead single phase service drop of 100 feet or less will be charged at the Unmetered Temporary Service or Metered Temporary Service Rate.

2. Temporary Service Underground - Where an underground 120/240 volt single phase service of 100 amperes or less is desired and where such service is available at the site at the time temporary service is desired, the charge for connection and disconnection of this service shall be:
  - (a) Using the customer provided permanent service ducts the fee charged is the Underground Temporary Service Fee.
  - (b) During winter construction season as determined by the WMS, normally between November 1<sup>st</sup> and April 15<sup>th</sup>, when the ground is frozen or very wet or when the WMS must provide service ducts - the fee charged is the Frozen Underground Temporary Service Fee. (see Attachment A, Fees & Contributions)

It is the customer's responsibility to provide a temporary service disconnect and meter box installation in accordance with the requirements of all electric codes applicable to a point designated by a WMS Representative. No service will be energized without proof of any required electrical inspection. Any excavation with power equipment will require notification of the "Miss Dig" system for the identification of all underground facilities in the area as required by the laws of the State of Michigan.

### **XIII. DISTRIBUTION SYSTEM EXTENSIONS**

#### A. General

Subject to the conditions herein provided, the WMS shall, upon application for electric service, make an overhead, underground, or combination overhead and underground extension of the WMS existing electric distribution system. Installations of all portions of any such extension which are to be installed shall be subject in all respects to the provisions of this Rule.

The WMS will provide, own, maintain and specify the location of all of its distribution facilities, except as otherwise expressly provided herein. No ownership rights therein shall pass to any owner(s), developer(s), or customer(s) by reason of any contribution required hereunder.

When application is made for electric service which requires the extension of the WMS existing distribution system the WMS shall make such extensions when the estimated annual revenue, probable stability of the load and prospective load growth reasonably warrant the capital expenditure required. If it is determined by the WMS that a portion of the proposed extension located within public streets and/or easements can be used to provide electric service to other existing or future customers, or for system reinforcement, the WMS may elect to construct that portion of the extension in the public streets and/or easements at its own expense. Where, in the judgment of the WMS, it is found that the probable demand for service will not be sufficient to

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offset the WMS investment in providing this extension as outlined in the provisions of this Rule, the applicant(s) may have the required distribution line extension constructed by making a deposit in advance with the WMS as prescribed herein.

When, in the judgment of the WMS, any part of the proposed extension of its electric distribution lines under this policy should be made on the applicant(s) private property, the applicant(s) for such distribution line extensions shall furnish, at no expense to the WMS, the necessary easements and tree trimming and/or removal permits, in a form satisfactory to the WMS. In the event the required easements and tree trimming, tree removal and permits are not provided by the applicant(s) for such extension, and the WMS on that account, elects to construct all or any part thereof along railroads or other private property, then the WMS may require the applicant(s) to pay the added construction expense occasioned by the use of such railroad right of way or other private property, plus any expense encountered in acquiring permits, and easements on other private property when necessary to provide service to the applicant(s).

### B. Conditions of Extension

The WMS shall, unless prevented by incomplete easements, permits or other causes beyond its control, proceed with the construction of each extension qualifying hereunder within sixty (60) days from the date all the applicants thereon have complied with the requirements of the WMS Rules and Regulations for Electric Service, and have either wired their premises or supplied the WMS with satisfactory evidence that they have entered into bona fide contracts for such wiring. Where the cost of a distribution line extension exceeds the revenue allowance as prescribed in this Rule, the commercial or industrial customer may have the required distribution line extension constructed by depositing with the WMS, in advance, the excess of the estimated cost of such extension (excluding installed cost of transformers, services, and meters). Refundable distribution line extension deposits made with the WMS shall be subject to negotiated terms of the extension agreement. No other Contribution In Aid of Construction is refundable.

### C. Requirements Prior to Extension

Prior to the installation of every distribution system, the owner(s), developer(s), or customer(s) who are to make any contribution required hereunder shall enter into a written agreement with the WMS generally describing the proposed distribution system and setting forth the respective conditions of the parties in regard thereto. Such agreements shall be subject in all respects to the provisions of this Rule. Each proposed system extension shall be a separate and distinct unit and any extension thereof shall, if desired by the WMS, be made the subject of a separate written agreement.

Prior to the installation of any distribution system, the owner(s), developer(s), or customer(s), shall be required to furnish, at no expense to the WMS, recordable easements, and tree trimming and/or removal permits in a form satisfactory to the WMS, granting rights of way suitable for the installation and maintenance of the distribution system including any street lighting cables and transformers as determined by the WMS for present and future service.



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### **XIV. OVERHEAD LINE EXTENSION**

#### A. General

*April 6, 2004 Resolution - This Rule sets forth the conditions which the WMS shall extend overhead electric distribution systems. The construction of an overhead extension to service residential, commercial and industrial customers is solely at the discretion of the WMS and is not a customer selected alternative to required underground services or distribution extensions.*

#### B. Single Phase Residential Extensions:

1. WMS Financed Extensions - The WMS will construct single phase distribution line extensions at its own cost when the length of such extensions as measured from pole to pole, does not exceed 300 linear feet for each permanent year around dwelling unit, of which not more than 150 feet is a lateral extension on the customer's property.
2. Customer Financed Extensions - Where the length of the distribution line extension exceeds the footage set forth in B1 above, a deposit with the WMS, in advance, shall be required as detailed in Attachment 'A' (current per foot charge) of such excess.

#### C. Commercial and Industrial Extensions:

1. WMS Financed Extensions - The WMS will construct distribution line extensions at its own expense to serve commercial and industrial customers when the length of such extensions does not exceed one hundred fifty (150) feet. This footage includes any underground construction and is the distance from existing WMS facilities to the meter, as measured at ground level along the route of the conductors.
2. Customer Financed Extensions - Commercial and customers may have the required distribution line extension constructed by depositing with the WMS, in advance, the excess of the estimated cost of such extension (excluding installed cost of transformers, services, and meters) over the allowance as prescribed in C1. above.

### **XV. UNDERGROUND LINE EXTENSIONS**

#### A. General

This Rule sets forth the conditions under which the WMS will extend underground electric distribution systems *April 6, 2004 Resolution - for residential, commercial and industrial customers. Underground primary extensions to WMS owned transformers or underground primary service conductors to customer owned facilities will be installed, owned and maintained by the WMS. Charges will be determined in accordance with all applicable provisions of this rule. Services for installations with 3000 KVA or greater capacity, must be installed, operated and maintained by the customer in accordance with the WMS Standards, and associated Special*

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Agreements Contract. Riser poles and other related equipment, such as padmount transformers, switching equipment and service pedestals shall be installed at locations determined by the Electric Operations Department.

The Owner, who receives three phase secondary or primary service, shall be required to own, install and maintain a concrete platform for transformers and switches installed according to WMS specifications. Where it is necessary, or requested, to place the WMS transformer(s) in an area susceptible to vehicular traffic, it shall be the customer's responsibility to install guard posts to WMS specifications, or the WMS will install them on an estimated installed cost basis and bill the customer for this work.

Where, in the WMS judgment, practical difficulties for underground installations exist, such as frost or wet conditions, rock within the excavation surface, or where there are requirements for deviation from the WMS approved construction standards, a contribution in aid of construction will be equal to the estimated difference in cost between overhead and underground facilities.

It shall be the responsibility of the owner(s), developer(s) or customer(s) to provide locations of any existing privately owned underground facilities such as lawn sprinkler systems, tile field, buried tanks, customer owned electric lines, etc.. If privately owned facilities are not properly located and marked, WMS does not assume responsibility for any damage to these facilities.

Where a single underground system consisting of more than one transformer from a single riser cable location is required to serve a development, a loop system shall be required and the developer's contribution will be based on the appropriate sections of this rule.

The character and location of the street lighting cables, if any, and all equipment constituting the underground distribution system, shall conform to specifications prepared by the WMS. In all underground installations, the customer(s), owner(s) or developer(s) are required to provide underground conduit to WMS specifications.

### B. Underground Extensions

The underground distribution provisions of this Rule, Item B1, shall be applicable and limited to single phase service for one family or two family dwelling units constructed in subdivisions on lots whose access is gained from adjoining public streets. Underground distribution provisions for multiple family structures containing three or more individual dwelling units will be governed by Item B2. All other dwelling will be governed by Item B3. *April 6, 2004 Resolution - The WMS is not responsible for damage related to underground duct, pad or electrical equipment settling or heaving, due to improper installation by others and the owner/developer is required to correct such a condition at the owner's cost. Any duct or transformer pad not inspected before covered or poured is subject to excavation at the owner/developers expense as required by the inspecting authority.*

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1. Initial Installations of Underground Distribution Systems for Single Family or Two Family Dwellings - The owner(s) or developer(s) of residential units shall be required to provide trenching and duct to WMS Specification from the meter to the property line. A non-refundable contribution in aid of construction to the WMS is required in advance, to cover the estimated cost for underground facilities greater than 100 feet. Such contribution shall be computed on the basis of the Commercial Underground Contribution in Aid of Construction Rate provided in Attachment A., per foot of distance the conductors are routed. The WMS will provide, install and terminate the service conductors. (See Attachment A. Fees & Contributions for the current fee amounts). Vehicle traffic areas crossed by the underground facilities will be estimated and charged for on a time and material basis. Upon energization of the service, the operation and maintenance of all such installed underground equipment, is the responsibility of the WMS.
2. Initial Installations of Underground Distribution Systems for Multiple Residence Units - If feasible, the WMS will construct a combination of overhead and underground extensions based on the footage allowance stated in Rule XV-B. above. The footage of overhead extensions, if any, shall be combined with the footage of trench required for underground primary and secondary cables to arrive at the total footage of the extension required. The total footage of an extension will be used to determine the total charge and rule compliance of extensions. The customer must provide trenching and duct according to WMS Specifications from the meter(s) to the property line. The WMS will provide, install and terminate the service conductors. All primary meter multiple residential units shall use Rule B3.
3. Underground Line Extensions for Commercial and Industrial - The WMS will install and maintain underground primary conductors from existing facilities to a WMS owned transformer, or customer owned primary disconnect switch(s) for customer installations with less than 2000 KVA capacity. For customer installations of 2000 KVA capacity or greater, the customer must install and maintain all conductors beyond WMS existing facilities unless otherwise stated in a special facilities agreement. The customer will construct and install any and all ducts concrete pad and associated equipment on private property per WMS Specifications. The WMS will provide these extensions at no cost for the first 150 linear feet. Extensions longer than 150 linear feet from the closest existing WMS facilities will be charged to the customer at a rate equal to the difference in cost between typical overhead and actual underground installation cost.

### C. Purchasing WMS Facilities to Change Billing Rates

In the event that a customer elects to obtain a primary rate status and has an underground electric service obtained in accordance with these rules, the WMS may enter into a special contractual arrangement with the individual commercial or industrial customer regarding the purchase of WMS equipment. Such a contractual arrangement expressly is NOT allowed if the service installation is less than 5 years old. The customer must upgrade the service to meet the WMS primary service requirements. This includes but is not limited to installation of a primary fused disconnect switch.

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### D. Conversion of Existing Overhead Distribution Systems and associated Services

At the request of any customer, the WMS will, if feasible, convert any existing overhead electric distribution system and associated overhead services, including any provisions for street lighting, to underground distribution facilities. Prior to the commencement of the conversion of any existing overhead distribution systems, the customer (s) shall be required to make a non-refundable contribution in aid of construction, to reimburse the WMS for the estimated fair market value of the existing overhead facilities comprising such system plus the cost of removal less the salvage value thereof, plus the estimated difference in cost between new underground and new overhead facilities including the cost of breaking and repairing streets, walks, parking lots, driveways, etc., and the cost of repairing lawns and replacing shrubs, flowers, sod, etc.

Should the conversion of these facilities result in the installation or rearrangement of other overhead facilities in the area, the customer(s) shall reimburse the WMS for the estimated installed cost involved in rearrangement of other existing facilities. Any additional rewiring of customer owned facilities made necessary by the conversion of an overhead service to any underground service shall be the responsibility of the customer.

In the event of major WMS distribution system modifications unrelated to a commercial, industrial or multiple residential customer's normal change of service, but effecting the service wires to a customer(s), the WMS will replace any multiple or single customer service wires of the same voltage, with a single set of service wires of equivalent capacity, connected to an outside located and provided WMS meter box. One meter box shall be installed for each of the multiple service wire sets originally serving the customer and connected to the single service wire(s) installed. Transformer rated meter installations and/or WMS deemed unacceptable field conditions, are the only exceptions to this procedure.

Internal meters shall be relocated to the external meter box(s) installed. In the event a single set of service wires are connected to multiple inside meters, the customer has the option of re-wiring (at the customer's expense) those metered services to the new single utility service point, such that the inside meters are relocated outside if such wiring is approved. The only alternative to customer provided wiring, is for the customer to accept ownership of the inside meters. The Customer will receive billing for the single outside meter only, unless other arrangements are made with the WMS billing authority. Electrical service contract termination, or the Customer's upgrade of their electrical service, nulls and voids the availability of this alternative, and any related agreements.

### E. Trenching and Duct:

The owner(s), developer(s), or customer(s), shall be required to provide, at no expense to the WMS, rough grading (within six (6) inches of finished grade) prior to the installation of the WMS facilities so that the underground electric distribution system and street lighting cables, if any, can be properly installed in relation to the finished grade. Permanent survey stakes indicating property lines shall be installed and maintained by such owner(s), developer(s), or

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customer(s) at no expense to the WMS, after rough grading, prior to installation of the WMS facilities.

The WMS construction standards do not allow installation of direct burial primary and secondary cables. The required minimum cover of thirty six (36) inches for primary cable and twenty four (24) inches for secondary cable is required by standards and in no case shall any WMS owned cable facilities remain energized when known violation of the minimum depth requirements of the National Electrical Code exist.

Any subsequent relocation of WMS facilities required on account of a change in grade which violates this minimum depth requirement shall be done by the WMS and billed at actual cost to the owner(s), developer(s), or customer(s), who has caused the violation.

The trenches for primary, secondary cable and service conductors may be joint with other utilities. All trenching and backfilling provided by the WMS will be charged at a time & material basis, however, the owner(s) or developer(s) shall be responsible for all extra expense involved if paving is installed before cable or conduit crossings are in place or if landscaping of the trench area is required.

The WMS requires backfill of trenches for primary and secondary cables with the same material as has been excavated except in cases where the material removed is found to be rubble, debris, or unsuitable as determined by the WMS. In such cases, sufficient sand shall be provided by the owner(s) or developer(s), at no expense to the WMS, to backfill six (6) inches below and above the WMS cable conduits.

Trenching and installation of the underground electric facilities will not be scheduled when the ground is frozen or very wet, normally between November 1<sup>st</sup> and April 15<sup>th</sup>. If required during this period, the owner shall provide all trenching and backfill to WMS specifications.

Prior to the installation of the WMS underground electric facilities in the trench provided by the owner, the trench shall be inspected by the WMS authorized personnel for proper depth and cleaning of debris. The first inspection shall be at no charge, and all subsequent inspections shall be charged at the re-inspection rate per additional inspection. (See Attachment A. Fees and Contributions for the most current fee amount).

All underground installations will require ducts as follows:

1. The WMS will accept only galvanized rigid or Schedule 80 PVC sweeps at riser poles. Throat of the sweep must extend 6 inches above grade.
2. Galvanized or Schedule 80 PVC duct shall be used for all primary or secondary cables, except where the WMS gives permission to use Schedule 40 PVC in non-vehicular traffic areas. Ducts, manholes, handholes and vaults shall be installed in accordance with WMS specifications.
3. A warning tape supplied by the WMS shall also be installed by the Contractor 6-12" below finish grade.

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### XVI . SPECIAL EXTENSIONS & SERVICES

#### A. Distribution System Extensions & Service to Loads of Questionable Permanence:

1. When service is requested for loads of questionable permanence, such as, but not limited to billboards, sawmills, mixer plants, gravel pits, etc., the WMS will construct the necessary line extension subject to the provisions of these Rules and Regulations or, if the customer so elects, the line extension may be constructed under a line extension agreement subject to the following conditions:
  - (a) Prior to commencement of construction, the customer shall make a deposit with the WMS in the amount of the estimated construction and removal costs. Such estimate shall include all labor and material involved in extending WMS distribution facilities and increasing the capacity of existing facilities to serve the customer's load, plus the estimated removal costs.
  - (b) A partial refund of the Contribution in Aid of Construction may be negotiated as part of the service agreement.
2. Deposits or specially signed agreements regarding the future of a service may be requested prior to delivering service to a customer when:
  - (a) A future customer electrical rate change could result in loss of labor and materials used to provide the electrical service.
  - (b) The customer or facility has a history of limited permanency.
  - (c) Such deposits or agreements are considered prudent and necessary by the WMS to protect any expenditure related to providing the electrical service.

#### B. Distribution System Extensions for Second Service.

1. The WMS will not construct at its own expense a second electric service to any facility, new or existing, that can be adequately served with a single service as determined by the WMS.
2. In the case of a request for a second service from a second source, the WMS will endeavor, but does not guarantee, to maintain at all times two separate sources to the customer's facilities.
3. The cost related to any second service WMS construction is totally the responsibility of the customer.

#### C. High Rise Housing

The WMS will, under certain conditions, provide dry type transformers at remote locations within a high rise housing structure fed from WMS owned primary cables to serve individual 120/240 volt tenant services within the structure. The WMS will furnish, install, own and

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maintain the primary cable and dry type transformers necessary to provide service. Primary cables will be installed from the primary switching equipment or padmount transformer located near the service point of the building to the primary vaults located at remote locations within the building. The conduits necessary for the installation of these cables and the vaults for the transformer installation shall be furnished, installed owned and maintained by the owner, and conform to all applicable codes and the WMS requirements.

Provisions shall be made by the customer at no expense to the WMS, within the building and in each transformer vault for this the installation and replacement of the WMS dry type transformers and cables. The owner shall furnish, install, own and maintain all secondary conductors from the dry type transformer secondary terminals including the tenant service conductors.

The individual tenant services from each transformer shall be metered in a common room separate from the transformer vault and accessible to authorized personnel of the WMS or agents of the WMS. The load at each transformer location must be sufficient to justify the use of one standard WMS transformer or multiples thereof. The WMS will provide an underground electric distribution system to the primary switching equipment and/or padmount transformer located near the service point of the building. Prior to the installation of this underground distribution system, the owner shall be required to make a non-refundable contribution in aid of construction to the WMS, based upon those sections of Rule X pertaining to the installation of commercial underground distribution systems. In addition, the owner shall be required to make a non-refundable contribution in aid of construction to the WMS, in advance, to cover the cost of the primary cables and dry type transformers installed within the building. The fee amount per KVA, will be calculated using the High-rise Transformer Contribution in Aid of Construction Rate listed in Attachment A.

### D. Parallel Power Sources

In order to provide for the safety of the WMS personnel and others, and to assure reliability of electric service to all customers, these requirements are established for operation of customer generation in parallel with utility distribution systems. These requirements include all customer systems under 100 KW. Systems 100 KW and over will be handled on an individual basis. All units over 10 KW must be 3 phase units unless specifically exempted.

These requirements apply to both existing and proposed installations. The customer shall submit for WMS approval detailed electrical diagrams and equipment nameplate data, including the interface device and control systems of the customer's power source. The customer's control and protection system must be acceptable to the WMS. The system shall provide for automatic separation from the WMS distribution system in the event of a short circuit or open circuit on the WMS distribution system. The control system shall also provide for automatic paralleling with the WMS system when conditions are proper for parallel operation. Manual paralleling is not permitted without prior approval of the WMS.

## RULES AND REGULATIONS

Overfrequency, underfrequency, over voltage and under voltage control may be required. The customer shall be liable for damage or injury if any part of the customer's protective scheme fails to function. A disconnecting device with a visible break suitable for use as a protective tag location shall be required so as to be accessible and in reasonable close proximity to the billing meter. This device shall accept a standard WMS padlock and shall be located on the outside of all buildings. In no case shall the customer tamper with or attempt to bypass the disconnect switch when the WMS has locked it in the open position.

The completed installation must meet all local, state and national codes and is subject to inspection and test by the WMS and/or local code enforcement authorities before commencement of parallel operation, and periodically as required. The customer shall obtain approval from the WMS prior to making any revisions to the customer's generating unit, its control systems, or the interface between the two power systems after the initial installation.

Should the parallel operation of the generating source cause interference or affect voltage, frequency or harmonic content of the WMS system or other customer's service, the customer shall discontinue parallel operation until the condition has been corrected.

The customer will be charged for all costs associated with any alteration of the WMS equipment required for proper operation of the customer's generating equipment in parallel with the WMS system. The customer will also be liable for costs of future changes due to safety or adverse effects on the WMS and/or other customer's systems. If the customer does not meet all of the above requirements, the WMS may require termination of parallel operation. Failure to terminate parallel operation when required shall be cause for the WMS to interrupt electric service to the customer.

The customer must sign a contract with the WMS before commencing parallel operation. In signing the contract the customer accepts liability for any damages or injuries caused by the customer's equipment operation.

### E. Relocation of WMS Electrical Facilities: (Swimming Pools, Decks, Driveways etc.)

When at the request of a customer or developer and if feasible, the WMS will relocate its electric and associated facilities in accordance with applicable or obtainable easement provisions. Prior to any relocation of existing electric facilities, the customer or developer shall be required to make a non-refundable contribution in aid of construction to reimburse the WMS for all relocation costs including material, labor, engineering, the cost of breaking and repairing streets, walks, parking lots, driveways, etc., repairing lawns, replacing shrubs, flowers, etc., and any right of way costs as per this Document, plus the cost of any necessary modifications to the WMS electric distribution system affected by the relocation, less the salvage value of any portion of the electric facilities removed. The only exception to these relocation provisions will be public right of way facilities which block the access to the first solely owned driveway to a single family residential premise.



## RULES AND REGULATIONS

In all single family residential facilities relocation cases, the WMS expenditure will not exceed \$1,000.00. Relocation costs exceeding \$1,000.00 must be born by the Customer in the form of a non-refundable contribution in aid of construction (See Attachment A. for current value). There will be a charge for relocation work to provide access to any additional driveways to these premises. Proof of driveway, pool, or building permit will be required prior to any relocation work.

Swimming pools should be located so they avoid interference with overhead wires. If this is not possible, the owner will have the responsibility to make the necessary arrangements to have the wires and/or his service equipment moved accordingly. All electrical installations or wiring in connection with swimming pools shall conform to the provisions of the National Electric code 680-1987 and the City of Wyandotte Ordinance 616.0 or latest revision thereto.

A copy of the WMS Pool Policy (adopted by the Municipal Service Commission) containing fee schedules, drawings and detailed clearances may be obtained by contacting the Electric Department or the City of Wyandotte Engineering Department.

### **XVII. EMERGENCY ELECTRIC SERVICES & PROCEDURES**

#### A. Emergency Service Restoration Work

During system emergency conditions, the WMS will perform any temporary construction necessary to eliminate a hazardous situation at the customer's premises. Every attempt will be made to restore the customer's electrical service while eliminating the hazard. However, if the customer's service has been damaged beyond temporary repair measures, their service will be cut until permanent repairs have been made. Temporary construction during a system emergency condition does not include:

1. Reconnection of wires between the customer's electric panel & the meter box.
2. Any rewiring of conductors connected to the customer's electric panel.

All temporary construction requiring permanent repairs by the customer will be reported to the Electrical Inspector. The customer must arrange to have an Electrical permit and permanent repairs completed within ten (10) days of the temporary repair or their service will be disconnected.

#### B. Service Restoration List

The WMS will attempt to restore customer services according to the WMS service restoration list. Operational and physical conditions may alter the actual restoration sequence during any given system emergency. A copy of the WMS restoration list is kept on file and available for public review upon request.

#### C. Customer Service

## RULES AND REGULATIONS

Customer Service is available 24 hours a day, 365 days a year by calling 324-7190. Regular Customer Service hours are Monday - Friday, from 8:00 AM to 7:00 PM. During all other periods, Customer Servicemen are called out on an as needed emergency basis. The Customer Servicemen shall determine if the cause of a customer's problem is in the WMS equipment or in the customer's equipment. If the cause of the customer's problem is in the WMS equipment, that equipment shall be repaired in an expedient manner. If the case of the customer's problem is a result of their equipment, the customer will be informed of the general nature of the problem and have the responsibility to have the required repairs made as outlined above in XVII-A.

Customer conditions addressed by the WMS Customer Servicemen are:

1. No electrical power.
2. Partial electrical power.
3. Flickering lights.
4. Low voltage.
5. High voltage.
6. Customer electrical safety concerns (e.g. low hanging outside wires, water in electrical equipment, etc.).

Free 15 amp fuse replacement to all Customers, except Large General and Primary Customers, is also offered as outlined by the customer's applied rate.

### **XVIII. MISCELLANEOUS**

#### **A. Lamp Exchange Policy**

Effective June 1, 1992, the Municipal Service Commission will implement a new light bulb replacement program with the following guidelines.

1. Only 4 standard light bulbs will be distributed to an electrical customer each month.
2. To receive the 4 standard light bulbs, the customer must present their current paid electric bill and driver's license or other identification.
3. A maximum of 8 standard light bulbs (2 months) will be distributed to any electric customer. The most recent 2 months paid electric bills and proper identification must be submitted.

This light bulb replacement program is available to Residential and Small Commercial customers ONLY. Burned out light bulbs will no longer be accepted.

#### **B. Security Light Policy**

Security Lights are a service offered to residential customers to promote customer safety and crime prevention. This program is not an extension of Public Road Street Lighting, and is NOT a commercial parking lot lighting program. The following policy has been established to resolve customer disputes over the installation of a security light(s), in addition to the term of contract in the public rates.

## RULES AND REGULATIONS

**Policy** - In the event a security light is installed and adjoining neighbor(s) complain about the installation, the WMS will install light shields in an attempt to control the light. If adjoining neighbor(s) continue to complain, the WMS will cancel the Security light contract and remove the light. The cost of installing the light shields, and/or removal of the contested security light will not be charged to the customers involved. If the installation of a pole and relocation of a security light to that pole resolves the conflict, the prevailing charge for the security light pole will be born by the customer that requested the security light. Refusal of that charge will cancel the security light contract and the unit(s) will be removed. Security lights that are shot out more than three times in a twelve (12) month period shall be removed from service, and the Security Light Contract shall be canceled from the time of removal.

## DEFINITIONS AND ABBREVIATIONS

AMPERE (AMP)	Unit of electrical current.
ANNUAL REVENUE	Income received from a customer or a group of customers for a twelve (12) month period, less sales tax.
BILLING MONTH	The term “billing month” shall refer to the period between two successive, rendered bills.
CUSTOMER	A purchaser of electrical service supplied by WMS.
DEMAND	The load at the terminals of an installation or system, averaged over a specified interval of time (15 min.). Demand is expressed in kilowatts, kilovoltamperes or other suitable units.
DIRECTLY CONNECTED CUSTOMERS	Customers who do not require the construction of more than 300 feet of primary and/or secondary distribution lines.
DISTRIBUTION LINE	That portion of an electric system which delivers electric energy from transformation points on the transmission or bulk power system, to the customer.
DUAL WOUND TRANSFORMER	A transformer whose primary windings are designed and interconnected so that the transformer has the full rating capability to operate on either of two different primary voltages.
DWELLING UNIT	A dwelling unit shall be considered as one containing single rooms, suites or groups of rooms which have individual cooking and kitchen sink facilities designed for or used exclusively for residential purposes.
ELECTRIC POWER	A term used in the electric power industry to mean inclusively power and energy, expressed in kilowatts and kilowatt-hours.
ELECTRIC RATE	The unit prices and quantities to which they apply as specified in the rate schedule.
ELECTRIC RATE SCHEDULE	A statement of the electric rate and the terms and conditions governing its application.
ENERGY	That which does or is capable of doing work. It is measured in terms of the work it is capable of doing; electric energy is usually measured in kilowatt-hours.
ESTIMATED BILL	An estimated bill is a bill rendered by the WMS for energy use which is not calculated or computed by employing an actual reading of a meter or other measuring device.
FACILITIES	A general term which includes devices, associated structures and the like, used as a part of or in connection with an electric installation.
GOVERNING BOARD	When used in these Rules and Regulations, governing board shall mean the members appointed to the Municipal Service Commission by the Mayor and confirmed by the City Council of the City of Wyandotte.
HERTZ (Hz)	Cycle per second.
HIGH-RISE HOUSING STRUCTURE	A multi storied building comprised primarily of individually metered residential rate customers normally in excess of three stories in height.
HORSEPOWER (hp)	Unit of mechanical power equivalent to 746 watts of electrical power.
KILO (k)	Prefix meaning one thousand.

## DEFINITIONS AND ABBREVIATIONS

KILOVOLTAMPERE (KVA)	Unit of apparent electrical power which at 100% power factor is equivalent to one kilowatt.
KILOWATT (KW)	Unit of electrical power representing rate of usage of energy, equivalent to about 1 1/3 horsepower.
KWH (KWH)	Unit of electrical energy equivalent to the use of one kilowatt for one hour.
LOAD	The amount of power or kilovoltamperes delivered at a given point.
MONTH	Unless preceded by the word “calendar” the term “month” will refer to a “Billing Month”.
N.E.C.	National Electric Code. References are to the current version of the National Electric Code used by the electrical inspecting authority.
POWER FACTOR (P.F.)	Ratio of kilowatt power to kilovoltampere apparent power, expressed in %.
PREMISES	Any continuous parcel of private property or properties with buildings or other facilities owned or operated for a common purpose; profit or non-profit oriented.
PRIMARY VOLTAGE	Nominal voltage of 601 volts to 15,000 volts.
QUALIFYING FACILITY(QF)	A customer with electrical generating facilities that fully meets or exceeds all WMS requirements for connection to the WMS electrical system.
RESIDENCE	Shall include one family, two family, and multiple family structures containing three or more individual dwelling units, but not including high-rise housing structures (also residential).
RISER POLES	Pole where the transition takes place between underground and overhead facilities. May be primary or secondary.
SECOND SERVICE	Additional service of the same capacity and characteristics usually supplied from a separate source.
SECONDARY VOLTAGE	Nominal voltage of 600 volts or less.
SERVICE ENTRANCE CONDUCTORS	The customer owned conductors between the main disconnecting device and the termination of the WMS.
SERVICE LOCATION	That point on the exterior of a structure at which the WMS has agreed to provide electric service.
SUBMETERING	The practice of metering purchased energy beyond the utility meter, generally for distribution to building tenants through privately owned or rented meters.
TRANSFORMER METERED SERVICES	Services requiring voltage and/or current step down transformers for metering purposes.
TRANSMISSION VOLTAGE	Nominal voltage of 69,000 volts.
TRENCH	A cut in the ground in which cables, pipes, etc., are installed.
VOLT	Unit of electrical force.

## DEFINITIONS AND ABBREVIATIONS

WMS

When used in these Rules and Regulations, WMS is an abbreviation meaning the Wyandotte Municipal Services as an agency of the City of Wyandotte.

ATTACHMENT A  
FEES AND CONTRIBUTIONS

<u>Rule</u>	<u>Section</u>	<u>Description</u>	<u>Amount</u>
V	7	Tampering with Meter/Service	\$50.00
VIII	A	Meter Reconnection Fee	\$25.00
	A	Pole Reconnection Fee	\$50.00
	B	First Tampering Reconnection Fee	\$50.00
	C	Second Tampering Reconnection Fee	\$150.00
	C	Third Tampering Reconnection Fee	\$300.00
	D	Line Crew Reconnection Fee	\$220.00
IX	A	Customer Application Fee	\$3.50
	C	Service Deposit (Minimum)	\$75.00
	D	Deposit Interest Rate	2.5%
X	C	Collection Fee	\$15.00
		Overdue Account Interest Rate (Monthly)	1.5%
XI	B	Residential Underground Riser Fee	\$25.00
XII	B.1	Unmetered Temporary Service Fee	\$100.00
	B.1	Overhead Metered Temporary Service Fee	\$125.00
	B.2	Underground Temporary Service	\$125.00
	B.2	Frozen Ground Underground Temporary Service	\$150.00
XIV	B.2	Residential Underground C.I.A.C.*	\$2.50/Foot
XV	B.1	Commercial Underground C.I.A.C.*	\$3.50/Foot
	D	Re-inspection Underground Trench	\$30.00/Each
XVI	C	High-rise Transformation C.I.A.C.*	\$20.00/KVA
	E	Facilities Relocation-Single Family Residence - WMS Maximum	\$1 ,000.00

\*C.I.A.C. = Contribution in Aid of Construction

Approved: \_\_\_\_\_

Supersedes: 01/29/97

Date: 02/09/00

## ATTACHMENT B LOAD LIMITER POLICY

While the WMS reserves the right to terminate any service for non-payment, an intermediate step is sometimes desirable. In such cases, in the residential class, the WMS may install a Load Limiting Meter (LLM) that restricts the amount of electricity that a residence can use and interrupts their electric service if they exceed the amount of electricity allowed. The customer must turn off some appliances and press a reset button on the LLM to restore electrical service to their home. The LLM will allow the customer to operate their furnace, refrigerator and a few lights.

1. The Load Limiter Meter (LLM) cannot be applied to a customer that has commercially installed electric heat as their only home heating system.
2. The Collections Department, Special Services personnel will initiate all applications of LLM installations and their removal.
3. A LLM request is made, based upon one or all of the criteria:
  - (a) The customer's account is delinquent.
  - (b) The customer's account is delinquent and their meter has registered an inordinate consumption of electrical energy the last few days.
  - (c) The customer has in the past or present, failed to keep payment arrangements made with the Collection Department.
4. LLM's are removed at the discretion of the Collection Department based upon one or more of the following criteria:
  - (a) The electric service contract is canceled.
  - (b) The customer account balance is zero or adequate assurance and a payment plan have been established with the customer.
  - (c) The service has been cut for non-payment.
5. All standard fees and charges related to the customer electrical service and electrical contract apply to LLM installations.
6. A WMS employee will attempt to provide personalized instruction in the use of the LLM to each location it is applied.
7. A WMS employee will hand or leave on the customer's premises, written documents that provide notification to the customer that a LLM has been installed and detailed written instructions on how to reset the device. LLM's will be installed after verbal communication with an individual at the residence. If installation is conducted after normal working hours, the single 'free customer service' response in item #8 is not available to that customer.



ATTACHMENT B  
LOAD LIMITER POLICY

8. A single free customer service response is allowed for each LLM installation in which the customer service delivered is to reduce the customer's load and/or press the LLM reset button. Any additional calls will be charged at a flat \$25.00 fee for each additional special services rendered, of the same nature.
9. Prior to installing the first LLM and annually thereafter, customer service and trouble call operator personnel will be trained in the operation of the LLM, the LLM policies and procedures and their application.
10. The WMS is not responsible for any damage(s) caused by the failure of a LLM customer to reduce their electrical load usage and/or press the LLM reset button. The WMS is not responsible for any damage(s) caused by the failure of the LLM internal fuses.
11. When possible, the owner of a registered multiple occupancy dwelling will be notified in writing that a LLM has been applied at their premise. All continuous service contract holders must make acceptable arrangements the Collection Department to avoid application of LLM installations to their premise, if they wish to avoid reliance on their renter's for continuous service.
12. The replacement cost for a damaged or destroyed LLM is calculated using the replacement cost of the KWH meter and the LLM adapter. If one of these two components is the chargeable replacement cost.