

Section 12: Connection, Reconnection, and Disconnect Charges

- 1.0 The Utility has established standard charges to cover the costs for administration, connecting or reconnecting service, collecting payments, delivering notices, or disconnecting service. Higher charges than those listed may be established and collected when connections and reconnections are performed after normal hours as specified below, or when special circumstances warrant.
- 2.0 See Exhibit 7 for a Schedule of Fees and Charges
- 3.0 Service Policy
 - 3.1 Service charges will not be incurred by a property owner for the disconnection or removal of service wires or the pulling of a meter for the following:
 - House fire
 - The trimming or cutting of trees that may endanger the service wire or where there is a danger of electrical shock which may be experienced by the cutting or trimming of trees
 - Upgrade of service entrance, meter base or main switch panel
 - Faulty or undersized service wire or meter base
 - 3.2 Charges may be applied and additional work required by Customer where desiring to build or having built a structure underneath or too close to service wires or high voltage power lines. It is the desire of the Utility to furnish reasonable and equitable service to all its Customers while controlling its cost of operations.
 - 3.3 When it becomes necessary for Utility to troubleshoot, repair, or replace existing Underground Residential Distribution (URD) service lines on Customer's property, the Utility will at its discretion restore service in the most practical and cost effective manner. This may include, but is not limited to, intercepting or replacing a section of the existing service with overhead wire and the installation of a pole with anchor attachment if required.
 - 3.3.1 The Utility will cover the cost of labor and materials up to \$1,000.00. The resident, land owner, business owner, or developer will be responsible for Utility expenses over \$1,000.00. When feasible, the Utility will provide cost estimates prior to commencing underground facility repair/replacement work. The Utility will invoice the Customer once work is completed.
 - 3.3.2 If property owner does not agree with the Utility's restoration plan, property owner may, at their sole expense, replace the damaged service with a new service meeting the Utility's current underground service installation standards. The plan must be approved by the Utility before installation.

3.3.3 Utility will not be liable for damage to lawns, shrubs, nearby trees, fences, sprinkler lines, Customer owned underground lines, etc. on or near the right-of-way or easement when troubleshooting, repairing, or replacing underground electric lines.